
STATUTORY INSTRUMENTS

2008 No. 2355

POSTAL SERVICES

**The Postal Services (Consumer Complaints
Handling Standards) Regulations 2008**

Made - - - - 3rd September 2008

Coming into force 1st October 2008

**THE POSTAL SERVICES (CONSUMER COMPLAINTS
HANDLING STANDARDS) REGULATIONS 2008**

PART I

1. Citation and commencement
2. Interpretation

PART II

3. Regulated providers' complaints handling procedure
4. Recording consumer complaints
5. Signposting consumers to the redress scheme if consumer complaints cannot be completed
6. Allocation and maintenance of adequate resources for complaints handling
7. Vulnerable consumers

PART III

8. Information to be provided to consumers
 9. Publication of information on consumer complaints
- Signature
Explanatory Note