
STATUTORY INSTRUMENTS

2009 No. 209

The Payment Services Regulations 2009

PART 7

THE AUTHORITY

Supervision and enforcement

Complaints

91.—(1) The Authority must maintain arrangements designed to enable payment service users and other interested parties to submit complaints to it that a requirement imposed by or under Parts 2 to 6 of these Regulations has been breached by a payment service provider.

(2) Where it considers it appropriate, the Authority must include in any reply to a complaint under paragraph (1) details of the ombudsman scheme established under Part 16 of the 2000 Act (the ombudsman scheme).