
STATUTORY INSTRUMENTS

2010 No. 1813

The Revenue and Customs (Complaints
and Misconduct) Regulations 2010

PART 3

HANDLING OF COMPLAINTS AND CONDUCT MATTERS ETC

Keeping of records

- 20.** The appropriate authority shall keep records, in such form as the IPCC shall determine, of—
- (a) every complaint and purported complaint that is made to it;
 - (b) every conduct matter recorded by it under regulation 23(3) (conduct matters arising in civil proceedings);
 - (c) every DSI matter recorded by it under regulation 32 (duty to record DSI matters);
 - (d) every exercise of a power or performance of a duty under these Regulations.