
STATUTORY INSTRUMENTS

2012 No. 3122

The Payments in Euro (Credit Transfers and Direct Debits) Regulations 2012

Complaints

12.—(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 the [^{F1}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).

<p>F1 Words in regs. 4-18 substituted (31.12.2020) by The Credit Transfers and Direct Debits in Euro (Amendment) (EU Exit) Regulations 2018 (S.I. 2018/1199), regs. 1(2), 3(3)(a) (as substituted by S.I. 2020/1385, regs. 1(4), 45(3)) (with savings in S.I. 2019/680, reg. 11); 2020 c. 1, Sch. 5 para. 1(1)</p>

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Payments in Euro (Credit Transfers and Direct Debits) Regulations 2012. Any changes that have already been made by the team appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to :

- Regulations power to modify conferred by [2023 c. 29 s. 3Sch. 1 Pt. 2](#)
- Regulations revoked by [2023 c. 29 Sch. 1 Pt. 2](#)
- reg. 4-18 words substituted by [S.I. 2018/1199 reg. 3\(3\)](#) (This amendment not applied to legislation.gov.uk. Reg. 3(3) substituted immediately before IP completion day by S.I. 2020/1385, regs. 1(4), 45(3))