

SCHEDULE 1

Transfer of certain functions of the National Consumer Council,
transfer of certain consumer advice scheme functions of the OFT and
consequential, supplementary, incidental and transitional provision

PART 4

Statutory Instruments

Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

23.—(1) The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008⁽¹⁾ are amended as follows.

(2) In regulation 2(1) (interpretation)—

(a) after the definition of “the Authority” insert—

““Citizens Advice” means the National Association of Citizens Advice Bureaux;”;

““Citizens Advice Scotland” means the Scottish Association of Citizens Advice Bureaux;”;

(b) after the definition of “complaints handling procedure” insert—

““the consumer advice scheme” means the consumer advice scheme supported by Citizens Advice or Citizens Advice Scotland, or by them jointly, under article 2 of the Public Bodies (The Office of Fair Trading Transfer of Consumer Advice Scheme Function and Modification of Enforcement Functions) Order 2013 [S.I. 2013/783](#);”;

(c) after the definition of “consumer advice scheme” so inserted, insert—

““consumer advocacy body” means Citizens Advice or Citizens Advice Scotland;”;

(d) omit the definition of “Consumer Direct” and “the Council”.

(3) In regulation 8 (section 12 and 13 complaints)—

(a) in paragraph (1) for “the Council” substitute “the consumer advocacy bodies”;

(b) in paragraph (2) for “the Council” substitute “a consumer advocacy body”.

(4) In regulation 9 (referral of consumers from Consumer Direct)—

(a) in the heading, for “Consumer Direct” substitute “the consumer advice scheme”;

(b) in paragraph (1)—

(i) for the first mention of “Consumer Direct” substitute “the consumer advocacy bodies”;

(ii) for the second mention of “Consumer Direct” substitute “the consumer advocacy bodies”;

(c) in paragraph (2) for “Consumer Direct” substitute “the consumer advocacy bodies”.

(1) [S.I. 2008/1898](#).