



Water Industry (Scotland) Act 2002

2002 asp 3

PART 1

WATER INDUSTRY COMMISSIONER AND CUSTOMER PANELS

3 Functions of the Commissioner

- (1) The Commissioner must investigate any complaint made to the Commissioner or a Customer Panel by a current, potential or former customer of Scottish Water as respects any of its core functions.
- (2) A Customer Panel must refer to the Commissioner any such complaint which is made to it.
- (3) The Commissioner need not investigate a complaint under subsection (1) if—
 - (a) the complainer has not pursued the complaint with Scottish Water, or
 - (b) it appears to the Commissioner that the complaint is vexatious or frivolous.
- (4) The Commissioner may, on behalf of the complainer in a complaint investigated under subsection (1), make representations to Scottish Water about any matter—
 - (a) to which the complaint relates, or
 - (b) which appears to the Commissioner to be relevant to the subject matter of the complaint.
- (5) Where the Commissioner investigates a complaint referred by a Customer Panel under subsection (2), or decides not to investigate such a complaint, the Commissioner must send to the Panel a report of the investigation or, as the case may be, a statement of the reasons for not investigating the complaint.
- (6) The Commissioner is to advise the Scottish Ministers on any matter which appears to the Commissioner or to them to relate to—
 - (a) the standard of service provided by Scottish Water to its customers, or
 - (b) the manner in which it conducts its relations with its customers or potential or former customers,in the exercise of its core functions.

Status: This is the original version (as it was originally enacted).

- (7) The Commissioner has power to do anything which is calculated to facilitate, or is incidental or conducive to, the exercise of the Commissioner's functions.