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STATUTORY INSTRUMENTS

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**2008 No. 1898**

**The Gas and Electricity (Consumer Complaints  
Handling Standards) Regulations 2008**

**PART III**

**Supply of information to consumers**

**Information to be provided to consumers**

**10.**—(1) Each regulated provider must ensure that its complaints handling procedure appears at a clear and prominent location on its website.

(2) Where a consumer complaint has not become a resolved complaint by the end of the first working day after the day the consumer complaint was first received by a regulated provider, the regulated provider must as soon as reasonably practicable (unless it has already done so in respect of the relevant consumer complaint):

- (a) direct the complainant to the complaints handling procedure on its website; and
- (b) offer to provide a copy of the complaints handling procedure to the complainant free of charge.

(3) Each regulated provider must, at least once in every twelve-month period, inform all of its domestic consumers (or arrange for all of its domestic consumers to be informed) of the existence of its complaints handling procedure and how a relevant consumer may obtain a copy of it.

(4) A regulated provider must provide a copy of its complaints handling procedure, free of charge, to any person who requests a copy.

**Publication of information on complaints**

**11.**—(1) Regulated providers who hold a licence under section 7A(1) of the Gas Act 1986 or a licence under section 6(1)(d) of the Electricity Act 1989 or both, must:

- (a) publish annually a consumer complaints report at a prominent location on their website; and
- (b) provide a copy of their consumer complaints report, free of charge, to any person who requests a copy.

(2) A consumer complaints report is a report in relation to the twelve-month period ending with the month immediately preceding the month in which the report is published which contains the following information:

- (a) the number of consumer complaints which the regulated provider received from domestic consumers during that period which had not become resolved complaints by the end of the first working day after the day the consumer complaint was first received by the regulated provider;
- (b) that the regulated provider has a complaints handling procedure;

- (c) how a copy of that procedure may be obtained;
- (d) the existence of these Regulations; and
- (e) how and from where a copy (including a hard copy) of these Regulations may be obtained.