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DRAFT STATUTORY INSTRUMENTS

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**2009 No.**

The Provision of Services Regulations 2009

PART 2

DUTIES OF SERVICE PROVIDERS

CHAPTER 1

INFORMATION

**Information about dispute resolution**

**10.** The provider of a service who is subject to a code of conduct, or is a member of a trade association or professional body, which provides for recourse to a non-judicial dispute resolution procedure must—

- (a) inform a recipient of the service of that fact, and
- (b) mention it in any information document in which the provider gives a detailed description of the service,

specifying how to access detailed information about that procedure.