



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1

[^{F1}THE CONSUMER ADVOCACY BODIES]

Other functions of [^{F1}the consumer advocacy bodies]

Textual Amendments

- F1** Words in s. 17 cross-heading substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), Sch. 1 para. 12(21) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

17 Reports by [^{F2}the GCCNI]

- (1) [^{F3}The GCCNI] may prepare a report in relation to any matter falling within the scope of its functions [^{F4}under this Act.]
- (2) [^{F5}The GCCNI] may publish any report prepared under this section.

Textual Amendments

- F2** Words in s. 17 heading substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(22)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F3** Words in s. 17(1) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(3), **Sch. 1 para. 12(22)(b)(i)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Cross Heading: Other functions of the consumer advocacy bodies is up to date with all changes known to be in force on or before 24 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- F4** Words in s. 17(1) inserted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(22)(b)(ii)** (with Sch. 1 para. 28, Sch. 2 para. 13-15)
- F5** Words in s. 17(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(22)(c)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- I1** S. 17 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

18 Secretary of State's power to require reports

- (1) The Secretary of State may direct [^{F6}the GCCNI] to prepare, and submit to the Secretary of State within a specified period, a report in respect of any matter specified in the direction which relates to consumer matters [^{F7} which relate to postal services in Northern Ireland].
- (2) The Secretary of State may publish any report submitted under this section.

Textual Amendments

- F6** Words in s. 18(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(23)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F7** Words in s. 18(1) inserted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(23)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- I2** S. 18 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

19 Advice, information and guidance

- (1) [^{F8}The GCCNI] may issue advice or guidance to any person with a view to improving standards of service and promoting best practice in connection with the handling of complaints made by consumers or any other matter affecting the interests of consumers.
- (2) [^{F9} The GCCNI] may publish advice or information about consumer matters if it appears to [^{F10}the GCCNI] that its publication would promote the interests of consumers.
- (3) For this purpose “ information about consumer matters ” includes information about the views of consumers on consumer matters.

Textual Amendments

- F8** Words in s. 19(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(24)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation: *Consumers, Estate Agents and Redress Act 2007, Cross Heading: Other functions of the consumer advocacy bodies is up to date with all changes known to be in force on or before 24 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

- F9** Words in s. 19(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), [Sch. 1 para. 12\(24\)\(b\)\(i\)](#) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F10** Words in s. 19(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), [Sch. 1 para. 12\(24\)\(b\)\(ii\)](#) (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Commencement Information

- I3** S. 19 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, [Sch.](#)

[^{F11}19A Guidance for energy consumers

- (1) [^{F12}A consumer advocacy body] must prepare, and keep under review—
 - (a) guidance for energy consumers (the “energy consumer guidance”), and
 - (b) a summary prepared in accordance with subsection (4) (the “concise guidance”).
- (2) The energy consumer guidance must address the matters included in any document published by the European Commission pursuant to Article 3(16) of the Electricity Directive or Article 3(12) of the Gas Directive [^{F13}which is in force immediately before IP completion day].
- (3) The energy consumer guidance may include any other information relating to the rights of energy consumers which [^{F14}the consumer advocacy body in question] thinks appropriate.
- (4) The concise guidance must—
 - (a) summarise any information in the energy consumer guidance which [^{F15}in the view of the consumer advocacy body in question] is particularly relevant to the interests of energy consumers, and
 - (b) state where a copy of the energy consumer guidance can be obtained.
- (5) In preparing and reviewing [^{F16}its energy consumer guidance and its concise guidance][^{F17}a consumer advocacy body] must consult—
 - (a) the Secretary of State,
 - (b) the Gas and Electricity Markets Authority, and
 - (c) any other person [^{F18}the consumer advocacy body in question] considers appropriate.
- [^{F19}(6) A consumer advocacy body must publish the first version of its energy consumer guidance and its concise guidance on its website.]
- (7) If, following a review, [^{F20}a consumer advocacy body] considers it necessary to amend [^{F21}its energy consumer guidance and its concise guidance], [^{F22}the consumer advocacy body] must, as soon as is reasonably practicable—
 - (a) publish the amended version on its website, and
 - (b) inform any person it consulted in accordance with subsection (5) that it has done so.
- (8) [^{F23}A consumer advocacy body] may also make the first and any amended version of [^{F24}its energy consumer guidance and its concise guidance] available in any other manner [^{F25}the consumer advocacy body] thinks appropriate for the purpose of bringing that guidance to the attention of those likely to be interested.

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[Until a consumer advocacy body has published the first version of its energy consumer ^{F26}(8A) guidance and its concise guidance, it must—

- (a) publish on its website, and
- (b) make available in any other manner that it thinks appropriate for the purpose of bringing them to the attention of those likely to be interested,

the last version of the energy consumer guidance and the concise guidance to be published by the National Consumer Council under this section (as it had effect immediately before the amendments made to this Act by the Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/...) came into force.

(8B) Nothing in this section prevents a consumer advocacy body from publishing its energy consumer guidance or its concise summary in a document that includes the energy consumer guidance or, as the case may be, the concise summary of another consumer advocacy body.

(8C) In this section, a reference to a consumer advocacy body does not include a reference to [^{F27}Citizens Advice Scotland or] the GCCNI].

(9) In this section—

“the Electricity Directive” means Directive [2009/72/ EC](#) of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in electricity and repealing Directive [2003/54/ EC](#) ;

“energy consumer” means an individual who is—

- (a) a consumer in relation to gas supplied by an authorised supplier for consumption by the consumer’s own household;
- (b) a consumer in relation to electricity supplied by an authorised supplier for consumption by the consumer’s own household;

[^{F28}“the Gas Directive” means Directive [2009/73/EC](#) of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in natural gas and repealing Directive [2003/55/EC](#) (), as amended by the 2019 Amending Directive;]

[^{F29}“the 2019 Amending Directive” means Directive (EU) 2019/692 of the European Parliament and of the Council of 17 April 2019 amending Directive [2009/73/EC](#) concerning common rules for the internal market in natural gas.]]

Textual Amendments

- F11** S. 19A inserted (10.11.2011) by [The Electricity and Gas \(Internal Markets\) Regulations 2011](#) (S.I. 2011/2704) , regs. 1(1) , **3(2)**
- F12** Words in s. 19A(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014](#) (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(a)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F13** Words in s. 19A(2) inserted (31.12.2020) by [The Electricity and Gas etc. \(Amendment etc.\) \(EU Exit\) Regulations 2019](#) (S.I. 2019/530), regs. 1(1), **77** (as amended by S.I. 2020/1016, regs. 1(2), **3(28)**); 2020 c. 1, Sch. 5 para. 1(1)
- F14** Words in s. 19A(3) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014](#) (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(b)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F15** Words in s. 19A(4)(a) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents](#)

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- etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(c)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F16** Words in s. 19A(5) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(d)(i)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F17** Words in s. 19A(5) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(d)(ii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F18** Words in s. 19A(5)(c) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(d)(iii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F19** S. 19A(6) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(e)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F20** Words in s. 19A(7) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(f)(i)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F21** Words in s. 19A(7) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(f)(ii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F22** Words in s. 19A(7) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(f)(iii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F23** Words in s. 19A(8) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(g)(i)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F24** Words in s. 19A(8) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(g)(ii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F25** Words in s. 19A(8) substituted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(g)(iii)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F26** S. 19A(8A)-(8C) inserted (1.4.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631) , art. 1(3) , **Sch. 1 para. 12(25)(g)(iv)** (with Sch. 1 para. 28 , Sch. 2 paras. 13-15)
- F27** Words in s. 19A(8C) inserted (13.1.2022) by The Consumer Scotland Act 2020 (Consequential Provisions and Modifications) Order 2022 (S.I. 2022/34) , art. 1(1) , **Sch. para. 7(8)** (with art. 5)
- F28** Words in s. 19A(9) substituted (14.7.2020) by The Gas (Internal Markets) Regulations 2020 (S.I. 2020/625) , regs. 1(2) , **8(a)**
- F29** Words in s. 19A(9) inserted (14.7.2020) by The Gas (Internal Markets) Regulations 2020 (S.I. 2020/625) , regs. 1(2) , **8(b)**

F30 20 Duty to enter into co-operation arrangements

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Textual Amendments

F30 S. 20 omitted (1.4.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(26)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F31 20A Duty to enter into co-operation arrangements about Scottish Water

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Textual Amendments

F31 S. 20A omitted (1.4.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(26)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F32 21 Power to co-operate and give assistance

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Textual Amendments

F32 Ss. 21-23 omitted (1.4.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(26)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F32 22 Voluntary activities

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Textual Amendments

F32 Ss. 21-23 omitted (1.4.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(26)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

F32 23 Supplementary powers etc

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Textual Amendments

F32 Ss. 21-23 omitted (1.4.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(26)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation:

Consumers, Estate Agents and Redress Act 2007, Cross Heading: Other functions of the consumer advocacy bodies is up to date with all changes known to be in force on or before 24 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)