

## SCHEDULES

### SCHEDULE 5

Section 45

#### INFORMATION RELATING TO COMPLIANCE WITH COMPLAINTS HANDLING STANDARDS

- 1 (1) The Gas Act 1986 (c. 44) is amended as follows.
- (2) In section 28 (orders for securing compliance with certain provisions), in the definition of “relevant requirement” in subsection (8), after “33D” insert “, 33DB”.
- (3) After section 33DA insert—

#### **“33DB Information relating to complaints handling standards**

- (1) This section applies in relation to standards prescribed by the Authority by regulations under section 43 of the Consumers, Estate Agents and Redress Act 2007 (standards for complaints handling) in relation to licence holders (or some of them).
- (2) The Authority must from time to time collect information with respect to the levels of compliance with the standards which those licence holders have achieved.
- (3) At such times as the Authority may direct, each of those licence holders must give the Authority such information as the Authority may direct with respect to the levels of compliance with the standards which the licence holder has achieved.”

- 2 (1) The Electricity Act 1989 (c. 29) is amended as follows.
- (2) In section 25 (orders for securing compliance), in the definition of “relevant requirement” in subsection (8), after “42A” insert “, 42AB”.
- (3) After section 42AA insert—

#### **“42AB Information relating to complaints handling standards**

- (1) This section applies in relation to standards prescribed by the Authority by regulations under section 43 of the Consumers, Estate Agents and Redress Act 2007 (standards for complaints handling) in relation to licence holders (or some of them).
- (2) The Authority must from time to time collect information with respect to the levels of compliance with the standards which those licence holders have achieved.
- (3) At such times as the Authority may direct, each of those licence holders must give the Authority such information as the Authority may direct with respect to the levels of compliance with the standards which the licence holder has achieved.”

*Status: This is the original version (as it was originally enacted).*

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- 3 (1) The Postal Services Act 2000 (c. 26) is amended as follows.
- (2) In section 22 (final orders), in the definition of “relevant requirement” in subsection (5) (as substituted by paragraph 3(2) of Schedule 2 and amended by section 52), after “or” at the end of paragraph (a) insert—  
    “(aa) an obligation imposed under section 61A, or”.
- (3) After section 61 insert—

*“Information*

**61A Information relating to complaints handling standards**

- (1) This section applies in relation to standards prescribed by the Commission by regulations under section 43 of the Consumers, Estate Agents and Redress Act 2007 (standards for complaints handling) in relation to licence holders under Part 2 (or some of them).
- (2) The Commission must from time to time collect information with respect to the levels of compliance with the standards which those licence holders have achieved.
- (3) At such times as the Commission may direct, each of those licence holders must give the Commission such information as the Commission may direct with respect to the levels of compliance with the standards which the licence holder has achieved.”