



# Consumers, Estate Agents and Redress Act 2007

## 2007 CHAPTER 17

### PART 2

#### COMPLAINTS HANDLING AND REDRESS SCHEMES

##### *Standards for handling complaints*

#### **44 Requirements for making regulations under section 43**

- (1) Before making regulations under section 43 a regulator must—
  - (a) arrange for such research as it considers appropriate with a view to discovering the views of a representative sample of persons likely to be affected, and consider the results,
  - (b) publish a notice of its proposals (a “proposals notice”) in such manner as the regulator considers appropriate for bringing it to the attention of those likely to be affected by the proposals,
  - (c) consider any representations duly made, and
  - (d) consult persons or bodies appearing to it to be representative of persons likely to be affected by the proposals.
- (2) The proposals notice must—
  - (a) set out the standards the regulator proposes to prescribe,
  - (b) give the reasons why the regulator proposes to prescribe those standards,
  - (c) explain how the standards will be enforced, and
  - (d) specify a time (not being earlier than the end of the period of 30 days beginning with the day on which the notice is published) before which representations may be made.
- (3) The requirements of subsection (1) may be satisfied by action taken before the commencement of this section or the passing of this Act.