
STATUTORY INSTRUMENTS

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.