
STATUTORY INSTRUMENTS

2008 No. 1898

The Gas and Electricity (Consumer Complaints
Handling Standards) Regulations 2008

PART II

Standards for handling consumer complaints

Recording handling of complaints

5.—(1) In addition to recording information in accordance with Regulation 4, each regulated provider must keep a written, electronic record of the matters specified in paragraph (2) below for each consumer complaint which it receives where that consumer complaint has not become a resolved complaint by the end of the working day after the day on which the consumer complaint was first received by that regulated provider.

(2) The matters which must be recorded in accordance with paragraph (1) are:

- (a) the steps the regulated provider has taken in response to each such consumer complaint, including any steps it has taken to resolve that consumer complaint;
- (b) the date (if any) upon which any such consumer complaint became a resolved consumer complaint;
- (c) the date (if any) upon which the specified time period expired; and
- (d) the date (if any) upon which the relevant consumer who made the consumer complaint, or on whose behalf the consumer complaint was made, was informed of their right to refer that consumer complaint to a qualifying redress scheme in accordance with Regulation 6(3).