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STATUTORY INSTRUMENTS

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**2008 No. 1898**

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

PART II

Standards for handling consumer complaints

**Allocation and maintenance of adequate resources for complaints handling**

7.—(1) Each regulated provider must:

- (a) receive, handle and process consumer complaints in an efficient and timely manner; and
- (b) allocate and maintain such level of resources as may reasonably be required to enable that regulated provider to receive, handle and process consumer complaints in an efficient and timely manner and in accordance with these Regulations.