
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART II

Standards for handling consumer complaints

Section 12 and 13 complaints

8.—(1) A regulated provider must, after discussion with the Council, put in place appropriate arrangements to deal effectively with section 12 and 13 complaints.

(2) If the Council refers a vulnerable consumer or a consumer complaint relating to a vulnerable consumer to a regulated provider, that regulated provider must take such additional steps as it considers necessary or appropriate with a view to, as appropriate, assisting that vulnerable consumer and resolving the relevant consumer complaint in an appropriate and prompt manner.