
DRAFT STATUTORY INSTRUMENTS

2012 No.

The Green Deal Framework (Disclosure,
Acknowledgment, Redress etc.) Regulations 2012

PART 8

Enforcement

CHAPTER 1

Interpretation, scope, complaints

Referral of eligible complaints to the Secretary of State

59.—(1) An eligible complaint (except one to which paragraph (2) [or (3)] applies) may only be referred to the Secretary of State by an ombudsman and where—

- (a) the complaint has been referred to and considered by the ombudsman in accordance with that ombudsman's scheme; and
- (b) the complaint has not been resolved to the satisfaction of the complainant.

(2) An eligible complaint in respect of the disclosure and acknowledgment provisions may only be referred to the Secretary of State by a green deal provider or a recipient.