



Postal Services Act 2000

2000 CHAPTER 26

PART III

OTHER FUNCTIONS OF THE COMMISSION AND THE COUNCIL

The Council

56 Complaints referred to the Council

- (1) Where a matter which relates to the provision of relevant postal services is referred to the Council by or on behalf of a user of such services and—
 - (a) the matter has previously been the subject of a complaint to the person providing the service concerned,
 - (b) the complaint has not been satisfactorily resolved, and
 - (c) the matter does not appear to the Council to be of a frivolous or vexatious nature,the Council shall investigate the matter as it considers appropriate.
- (2) Where, as the result of any such investigation, the Council considers that—
 - (a) a condition of a licence under Part II may have been contravened,
 - (b) the matter referred, or any other matter, is a referable matter, or
 - (c) it is appropriate to do so,it shall, as soon as practicable, refer the matter concerned to the Commission for its consideration.
- (3) The Council and the Commission shall from time to time agree the descriptions of matters which are to be referred to the Commission and, for the purposes of subsection (2)(b), a matter is a “referable matter” if it is of a description for the time being so agreed.