



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1

[^{F1}THE CONSUMER ADVOCACY BODIES]

Powers of investigation

15 [^{F1} Reference of postal matters to OFCOM]

- (1) [^{F2} A consumer advocacy body] must refer any complaint within section 11(1)(a), or to which section 12(3) applies, to [^{F3} the Office of Communications (“OFCOM”)] if [^{F4} that consumer advocacy body] considers that—
- the subject matter of the complaint indicates that [^{F5} a regulatory condition imposed under Part 3 of the Postal Services Act 2011] has been contravened,
 - the subject matter of the complaint is a referable matter, or
 - it is appropriate to do so.
- (2) [^{F6} The consumer advocacy bodies] and [^{F7} OFCOM] must, from time to time, agree the descriptions of matters which are to be referred to [^{F7} OFCOM] and, for the purposes of subsection (1)(b), a matter is a “referable matter” if it is of a description for the time being so agreed.

Textual Amendments

- F1** S. 15 heading substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), [Sch. 12 para. 177\(2\)](#); [S.I. 2011/2329](#), art. 3
- F2** Words in s. 15(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), [Sch. 1 para. 12\(19\)\(a\)\(i\)](#) (with [Sch. 1 para. 28](#), [Sch. 2 paras. 13-15](#))
- F3** Words in s. 15(1) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), [Sch. 12 para. 177\(3\)\(a\)](#); [S.I. 2011/2329](#), art. 3

Changes to legislation: Consumers, Estate Agents and Redress Act 2007, Section 15 is up to date with all changes known to be in force on or before 10 June 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

- F4** Words in s. 15(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(19)(a)(ii)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F5** Words in s. 15(1)(a) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(3)(b)**; [S.I. 2011/2329](#), art. 3
- F6** Words in s. 15(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(3), **Sch. 1 para. 12(19)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F7** Word in s. 15(2) substituted (1.10.2011) by [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), **Sch. 12 para. 177(4)**; [S.I. 2011/2329](#), art. 3

Commencement Information

- I1** S. 15 in force at 1.10.2008 by [S.I. 2008/2550](#), art. 2, **Sch.**

Changes to legislation:

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)