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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

**Signposting consumers to the redress scheme if complaints cannot be resolved**

6.—(1) The regulated provider must send a relevant consumer a written notice informing that relevant consumer of the matters addressed at paragraph (2) in the circumstances described at paragraph (3).

(2) A notice sent in accordance with paragraph (1) must notify the relevant consumer:

- (a) of their right to refer the consumer complaint to a qualifying redress scheme;
- (b) that the qualifying redress scheme process is independent of the regulated provider;
- (c) that the qualifying redress scheme process is free of charge to the relevant consumer and to any other category of complainant;
- (d) of the types of redress that may be available under a qualifying redress scheme; and
- (e) that any outcome of the qualifying redress scheme process is binding upon the regulated provider but not upon the relevant consumer or any other category of complainant.

(3) A regulated provider must send a notice to a relevant consumer in accordance with paragraph (1) on the earlier of:

- (a) the first working day after the day (if any) upon which that regulated provider becomes aware that it is not able to resolve a consumer complaint to that relevant consumer's satisfaction; and
- (b) the date upon which the specified time period for that consumer complaint expires unless that date falls on a day that is not a working day, in which case the first working day thereafter.