
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART II

Standards for handling consumer complaints

Allocation and maintenance of adequate resources for complaints handling

- 7.—(1) Each regulated provider must:
- (a) receive, handle and process consumer complaints in an efficient and timely manner; and
 - (b) allocate and maintain such level of resources as may reasonably be required to enable that regulated provider to receive, handle and process consumer complaints in an efficient and timely manner and in accordance with these Regulations.

Changes to legislation:

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, Section 7.