
STATUTORY INSTRUMENTS

2008 No. 1898

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

PART II

Standards for handling consumer complaints

Section 12 and 13 complaints

8.—(1) A regulated provider must, after discussion with [^{F1}the consumer advocacy bodies], put in place appropriate arrangements to deal effectively with section 12 and 13 complaints.

(2) If [^{F2}a consumer advocacy body] refers a vulnerable consumer or a consumer complaint relating to a vulnerable consumer to a regulated provider, that regulated provider must take such additional steps as it considers necessary or appropriate with a view to, as appropriate, assisting that vulnerable consumer and resolving the relevant consumer complaint in an appropriate and prompt manner.

Textual Amendments

- F1** Words in reg. 8(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. 23(3)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F2** Words in reg. 8(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. 23(3)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

Changes to legislation:

There are currently no known outstanding effects for the The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, Section 8.