



## Regulator publishes Dispute Resolution Guidelines

The Regulator today (9<sup>th</sup> September) published an Information Note which sets out the procedures that the Office of Utility Regulation will use in receiving and conducting inquiries and investigations as well as to investigate complaints regarding any of its licensees.

To make a complaint, the customer should first contact the appropriate company, following the procedures set out in its published code of practice. Each of the licensed utility companies' has a code of practice in place for dealing with customer complaints which can be obtained by contacting the company or visiting their websites. When a complaint remains unresolved, either because the consumer is dissatisfied with the outcome, or the target time for resolution has been exceeded, the consumer can decide if they wish to take the matter further by approaching the Trading Standards Service of the Board of Industry. However if the complaint still remains unresolved then the consumer can ask that the matter be referred to the Office of Utility Regulation.

The Information Note is available on the OUR website – [www.regutil.gg](http://www.regutil.gg) or from the OUR office at Suite B1&B2, Hirzel Court, St Peter Port, Guernsey GY1 2NH, Tel. – 01481 711120.

**ENDS/  
9<sup>th</sup> September 2002**

For further information call the Office of Utility Regulation on 711120