

**10. Information about complaints and compliance with this Code**

A responsible marketer must —

- (a) keep a record of each complaint made by a customer, or person contacted for the purposes of marketing, about the marketing carried out by or on behalf of the responsible marketer;
- (b) on request by the gas industry ombudsman in relation to a particular complaint, give to the gas industry ombudsman information that this Code requires the responsible marketer to keep, and any other information that the responsible marketer has, relating to the complaint; and
- (c) on request by the Code Administrator, give to the Code Administrator information that this Code requires the responsible marketer to keep, and any other information that the responsible marketer has, relating to compliance with this Code.