

## Provision of Service Regulations

- **Name:** Antony Michael Micklewright, Proprietor of Cosy Gas
- **Business Trading Address:** 8 Selsmore Road, Hayling Island, Hants, PO11 9LB
- **Telephone:** 02392 363300
- **Email:** cosygas@yahoo.co.uk
- **Website:** [www.cosygas.co.uk](http://www.cosygas.co.uk)
- **Business Activities our Services:** Plumbing and Heating Engineer - Domestic
- **Insurance Details:** Axa Insurance Expiry Date: 28/07/2017
- **Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
- **Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the details at the top of this document.

We aim to respond within **7** working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders on **0333 241 3209** or alternatively Gas Safe by visiting [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or calling 0800 4085500.

- **Regulating body:** Gas Safe registered, no. 204167 authorised by CAPITA