

## Provision of Service Regulations

- **Name:** Cosy Gas Ltd. Directors Anthony Michael Micklewright and Caroline Louise Laphorn
- **Business Trading Address:** 8 Selsmore Road, Hayling Island, Hants, PO11 9LB
- **Telephone:** 02392 363300
- **Email:** cosygas@yahoo.co.uk
- **Website:** www.cosygas.co.uk
- **Business Activities our Services:** Plumbing and Heating Engineer - Domestic
- **Insurance Details:** Trade Direct Insurance Ltd, Expiry Date: 28/07/2021
- **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 POLICY**
- The business always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied.
- To ensure the business is able to put things right as soon as possible, please read our complaints procedure below. The business will then be able to 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 based on the contract terms and the high standards the business aims to achieve.
- In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon so the problems can be rectified as soon as possible.
- **Our Procedure**
- Either call, email or write\* to us. The business aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.
- Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader the business uses Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that the business 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 in the first instance on 0117 456 6031

\*please request proof of receipt if posting