

## Complaints Procedure

### Cosy Stoves

### Complaints Handling Policy

#### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint by email within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This may require a visit to the customer's property to inspect our work and review any faults which have been stated.
3. Within three days of the meeting, Jamie Nevada will email you to confirm what took place and any solutions he has agreed with you.
4. If you do not want a meeting or it is not possible, Jamie Nevada will email you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 7 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for [another partner ...or... someone unconnected with the matter at the firm ...or, for a sole practitioner: to review Jamie Nevada's suggestions ...or... appropriate alternative such as review by another HETAS stove installer] to review the decision.
6. We will email you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact HETAS at

BACS Details

Account Name: Cosy Stoves - Account No: 22652560 - Sort: 30-95-66  
Tel: 07715 104420 - Email: [Info@cosystoves.com](mailto:Info@cosystoves.com) - Web: [www.cosystoves.com](http://www.cosystoves.com)



# Cosy Stoves



Mobile: 07715 104420 - Phone: 01643 709625  
Email: [Info@cosystoves.com](mailto:Info@cosystoves.com) Web: [www.cosystoves.com](http://www.cosystoves.com)

HETAS Ltd

Severn House

Unit 5 Newtown Trading Estate

Green Lane

Tewkesbury

Gloucestershire

GL20 8HD

Tel: 01684 278170

E: [info@hetas.co.uk](mailto:info@hetas.co.uk)

If you have any questions, please do not hesitate to call.

Kind Regards

Jamie Nevada

A handwritten signature in black ink that reads 'J Nevada'.

Director Cosy Stoves

BACS Details

Account Name: Cosy Stoves - Account No: 22652560 - Sort: 30-95-66  
Tel: 07715 104420 - Email: [Info@cosystoves.com](mailto:Info@cosystoves.com) - Web: [www.cosystoves.com](http://www.cosystoves.com)

