

Complaints Procedure

Cosy Stoves Limited

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 below:

Cosy Stoves



103B Galmington Road, Taunton TA1 5NP
Mobile: 07715 104 420 - Email: info@cosystoves.co.uk

HETAS Ltd
Severn House
Unit 5 Newtown Trading Estate
Green Lane
Tewkesbury
Gloucestershire
GL20 8HD
Tel: 01684 278170
E: info@hetas.co.uk

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

Kind Regards

Jamie Nevada

Director Cosy Stoves Limited