

02.02.2020 Any Cobb Phone call in response to complaint response from Jacqui Tootill

15:07 – Missed call from Andrew Cobb Mobile number

15:38 – I returned the call where Andrew Cobb answered and straight away voiced his unhappiness at the complaint response he had received from Jacqui Tootill. Mr Cobb stated that the response was patronising and not satisfactory as it had been answered by people from within the Environment Agency and said it would be like him answering a complaint about was of his own staff.

I made Mr Cobb aware of the next steps to escalate the complaint but he said he had wasted enough time dealing with this already. Mr Cobb stated that he will dictate now and that we either lower the subsistence fee to 100% and he would pay it or leave it at 125% and he won't pay it and cancel all future payments to the EA.

I made Mr Cobb aware that if he was to stop paying the permit fees we would look to suspend his permit meaning he would be unable to accept any more waste until the fees were paid in full. Mr Cobb said that I was patronising him and threatening him by telling him this. I responded by telling him I was clearly making him aware of what our processes are.

Mr Cobb said he could get round his permit being suspended as he knows other sites that break cars so he would get them to break vehicles for him and he would just buy the non-waste product parts.

I made it clear to Mr Cobb that we would not be dictated to and we would not be lowering the permit fees but he does have the option to escalate his complaint if he is not happy with our response. Mr Cobb said I won't be paying so you might as well suspend the permit and then ended the call.

15:50 – Phone call ended.

During the phone call Mr Cobb was extremely aggressive in his manner and swore numerous times.