

County Estate Agents' Complaints Procedure

As a company accredited by the National Approved Letting Scheme, County Estate Agents aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Mr. Russell Moxley at 47 Oxford Street, Whitstable, Kent CT5 1DB.
- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established 'in-house' procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Ms Jackie Kavanagh at 47 Oxford Street, Whitstable, Kent CT5 1DB, who will review the complaint.
- Following the conclusion of our in-house review we will write to you with a final written warning.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Ombudsman for Estate Agents, Beckett House, 4 Bridge Street, Salisbury SP1 2LX