

NetAnAgent Complaints Procedure

Complaints Procedure

NetAnAgent aims to provide all its customers with a good service and we will endeavour to respond to any enquiry or complaint fairly and efficiently.

A complaint is defined as any contact made by a customer with NetAnAgent, the purpose of which is to express dissatisfaction.

We are continually looking to improve our service and if something goes wrong, we'd like the chance to put it right.

How to Register a Complaint

Customers should make their complaint in the first instance via email to Leigh Fitchie-Andrews (Head of Operations) on leigh@netanagent.com.

Please include the below information:

- Name:
- Email address:
- Telephone number:
- Date of Complaint:
- Property in question:
- Details of your complaint:

All complaints will be acknowledged within 5 working days. A written response will be sent to the customer within 15 working days.

Information on Further Actions

If a customer is unhappy with the way in which their complaint has been handled after the review, then they should write to:

Alex Thorpe, Managing Director, Netanagent, 32-40 Tontine Street, Folkestone, Kent CT20 1JU

An acknowledgement will be sent to the customer within 5 working days of receipt. We will then aim to provide a full written response to the customer within 15 working days.