



**WINDOWS ~ DOORS ~ CONSERVATORIES ~ FASCIAS ~ SOFFITS ~ CLADDING**

### Complaints Procedure

- Please write or email as soon as possible outlining the reason for the complaint with subject reference COMPLAINT.

To:

Mr G Birch, County Windows Kent, Ltd, 24 Cheriton High Street, Cheriton Folkestone, Kent Ct19 4ET

Email: [Info@countywindowskent.co.uk](mailto:Info@countywindowskent.co.uk)

- We will acknowledge receipt within 5 working days.
- Having received your correspondence we will, investigate the issue and will reply within 28 working days.
- If you are not satisfied following this decision, we advise you to write to: Fensa Limited, 40 Rushworth Street | London SE1 0RB. Fensa will review the correspondence and liaise with you and us accordingly.

Managing Director Mr. G.R.Birch

Vat Reg No: 785 8922 63 ~ Company Reg No: 4377137~ FENSA Reg No: 10290

24 Cheriton High Street, Folkestone, Kent. CT19 4ET

Tel: 01303 274581 ~ Fax: 01303 278963