



Proffitt & Holt Ltd – Internal Complaints Procedure

1. Proffitt & Holt Ltd, is a Member of The Property Ombudsman scheme and the Managing Director, Mr Richard Holt, is a Fellow of the National Association of Estate Agents and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the appropriate office manager or department head, our Director of Operations, Mr Paul Sackett or our Managing Director, Mr Richard Holt. In the event that we are not able to deal with the issue to our mutual satisfaction, then the matter can be referred to The Property Ombudsman or National Association for Estate Agents.

2. If you believe you have a complaint, please write in the first instance to the manager of the office or department concerned, their details are listed below. If the complaint is regarding the office manager or department head, then please write to the Director of Operations, Paul Sackett or if the complaint relates to Paul Sackett, then please write to the Managing Director, Richard Holt.

Abbots Langley Office – Sean Lewis, 14 High Street, Abbots Langley, WD5 0AR

Kings Langley Office – Sean Lewis, 41 High Street, Kings Langley, WD4 8AB

Watford Office – Darren Hopcroft, 141 The Parade, Watford, WD17 1NA

Property Management – Samantha Hazlett, 141 The Parade, Watford, WD17 1NA

Director of Operations – Paul Sackett, 41 High Street, Kings Langley, WD4 8AB

Managing Director - Richard Holt, 41 High Street, Kings Langley, WD4 8AB

3. Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and we would aim to have a formal reply sent to you within 15 working days of receipt of your complaint.

4. If you are not satisfied with the outcome of the investigation by the office manager, then your complaint will be referred up to either Paul Sackett or Richard Holt who will conduct their own review and investigation into the matter. They will also aim to have a formal reply to you within 15 working days. If you are not satisfied with the outcome of their response, then you may refer the matter to The Property Ombudsman or National Association of Estate Agents. We will submit our file to either body upon request. You are also entitled to have your

complaint referred to The Property Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your complaint in writing.

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306**

**National Association of Estate Agents
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
Warwickshire, CV34 6LG
Tel: 01926 496800**