

## **Click Property Management – Complaints Procedure**

At Click Property Management Ltd we are committed to providing professional service to all of our clients and customers. If there is an issue, we need to hear about it. This is not only for our customers and clients to be able to express themselves freely but also so that our company continues to grow and improve our standards. Click Property Management Ltd are part of The Property Ombudsman Scheme (TPOS), therefore we have the following complaints procedure in place.

If you do have a complaint, please send it to us in writing. Include as much detail as possible.

### **Stage one – Sales/Lettings Manager**

The first point of contact will be our Sales and Lettings manager. You can contact him directly on the email below. We will acknowledge your complaint within 3 working days of receipt, enclosing a copy of this company procedure. We will then investigate the complaint with the aim of finding a resolution; we will get a formal written outcome of our investigation back to you within 15 days of our acknowledgement of your complaint.

**Cajetan Gomes** – [cgomes@clickpropertymanagement.com](mailto:cgomes@clickpropertymanagement.com)

### **Stage two – Managing Director**

If you are still dissatisfied, you will then need to raise a formal written complaint with our Managing Director. You can write to him on the email address below. We will acknowledge your complaint within 3 working days of receiving it, enclosing a copy of this company procedure. We will then investigate the complaint with the aim of finding a resolution; we will get a formal written outcome of our investigation back to you within 15 days of our acknowledgement of your complaint.

**Abraham Shugaa** – [ashugaa@clickpropertymanagement.com](mailto:ashugaa@clickpropertymanagement.com)

### **Stage three – The Property Ombudsman (TPO)**

At this stage if you are still dissatisfied after speaking to our managing director please contact The Property Ombudsman directly and raise an independent review.

Their contact details are as follows:

The Property Ombudsman Ltd  
Milford House 43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

01722 333 306  
www.tpos.co.uk  
admin@tpos.co.uk

**\*Please note the following\***

You need to make your complaint to The Property Ombudsman within 12 months of our final viewpoint letter. Please include evidence of your case.

The Property Ombudsman will not consider your case until you have followed our internal complaints procedure first and received our final viewpoint letter.

If you have not received a final viewpoint letter from us within 8 weeks from your original complaint you may go directly to the Property Ombudsman and raise a complaint.