



At flit. we value your feedback and are committed to providing excellent service. If you have a complaint, we want to hear from you. This procedure outlines how to submit a complaint and how we will address it.

1. How to Submit a Complaint

If you have a complaint, please follow these steps:

- Step 1: Contact Us

Reach out to us as soon as possible. You can submit your complaint in one of the following ways:

- In Writing: Send an email to flit@flitproperty.com or write to us at flit. 109, Station Road, Century Park, Halfway, Sheffield S20 3GX.

- Step 2: Provide Details

When submitting your complaint, please include:

- Your name and contact information.
- A clear description of the issue.
- Any relevant dates, names of staff involved, and supporting documents (if applicable).

2. Acknowledgement of Your Complaint

- We will acknowledge receipt of your complaint within 3 business days. This acknowledgement will include information about the next steps in the process.

3. Investigation of Your Complaint

- Your complaint will be investigated by a designated member of our team. We aim to complete the investigation within 7 business days. During this time, we may contact you for further information or clarification.

4. Response to Your Complaint

- Once the investigation is complete, we will provide you with a written response detailing our findings and any actions we will take to resolve the issue. This response will be sent to you within 21 business days of the acknowledgement.

6. External Resolution

- If you are still not satisfied after the escalation process, you may refer your complaint to an external body, such as Property Redress Scheme (PRS) Government regulated. We will provide you with the necessary information on how to proceed.

1.

Redress Scheme Requirements

- **Time Limit:** The redress scheme may have a time limit within which you must report the complaint after your last communication with the company (e.g., within 12 months).
- **Clear Explanation:** Provide a clear and concise explanation of your concerns and the desired outcome.
- **Evidence:** Gather and provide any relevant documentation (e.g., letters, emails, receipts) to support your complaint.
- **Redress Scheme Contact:** Submit your complaint to the redress scheme using their prescribed methods (e.g., online form, email, or postal address).

2.

Redress Scheme Investigation:

The scheme will assess your complaint, potentially contacting both parties and gathering further information

7. Confidentiality

- All complaints will be handled confidentially, and your personal information will be protected in accordance with our Privacy Policy.

8. Continuous Improvement

- We take all complaints seriously and use them as an opportunity to improve our services. Feedback is essential for our growth, and we appreciate your input.

Contact Information

For any questions regarding this complaint procedure, please contact us at:

- flit.
- 109, Station Road, Century Park, Halway, Sheffield, S20 3GX
- Email: flit@flitproperty.com