



Student Accommodation
& Residential Lettings



0114 272 5773



hello@fitproperty.com



www.fitproperty.com



100 Matilda Street, Sheffield, S1

At Fit Property, we are committed to providing the highest standards of service to our landlords and tenants. We understand that sometimes things can go wrong, and we aim to resolve any issues as quickly and efficiently as possible. We take all complaints seriously and aim to learn from them to improve our service.

Stage 1 – Initial Complaint - If you have a complaint, we encourage you to contact a member of our team as soon as possible, and we will try to resolve your issue through discussion over the phone or face-to-face. If you are not satisfied with the outcome, you can move to stage 2.

Stage 2 – Formal Complaint - Please email Jenn@fitproperty.com to raise a formal complaint. We will acknowledge your complaint within 3 working days and will investigate your issue thoroughly following our established in-house procedures. We will provide you with a formal outcome in writing within 15 days. If we require more time to investigate, we will notify you in writing and provide a revised response date. If you are not satisfied with the outcome, you can move to stage 3.

Stage 3 – Internal Review - If you remain dissatisfied with the outcome of the in-house investigation, you can write to Adam Ormesher, Director, Fit Property, 100 Matilda Street, Sheffield, S1 4QF. He will review your complaint, and we will provide you with a final written statement.

Stage 4 – External Review - If you are still not satisfied with the outcome after the in-house review, you can refer your complaint to The Property Redress Scheme. You must do this within eight weeks of receiving our final written statement. The Property Redress Scheme is an independent organization that provides alternative dispute resolution for consumers. You can contact them at:

The Property Redress Scheme Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.

We hope that you will never need to use our complaints procedure, but if you do, we assure you that we will take your complaint seriously and will do our best to resolve any issues