



Do you have a complaint about Ariston Property?

As a firm licensed by the National Approved Letting Scheme, Ariston Property Ltd aims to provide the highest standards of service to all landlords and tenants.

However, to ensure that your interests are safeguarded, we have instituted the following procedure for addressing any complaint you may have.

In-house review of your complaint

If you consider that you have a grievance, please write in the first instance to our Managing Director, Mr Antony Karageorghis.

**Mr Antony Karageorghis,
Ariston Property,
528-530 Hornsey Road,
London,
N19 3QN**

Your complaint will be acknowledged in writing within 3 working days and will then be investigated carefully following our in-house procedure. We will then respond to you in writing, within 21 days, detailing the conclusion we have reached as a result from our investigation. If any action is due as a result from the conclusion, we will communicate clearly with you as to our intentions.

Should we require more than 21 days in which to complete our investigation, we will advise you in writing of this, and furnish you with a revised response date.

External review of your complaint

If you are dissatisfied with the result of our internal investigation, please contact our External Consultant, Mr Philip Bowden.

**Mr Philip Bowden,
9 Allonby Way,
Aylesbury,
Bucks,
HP21 7JA**

07720 037325
philip@bowdentms.com

The External Consultant will review your complaint and write to you, as well as to us, with his conclusion.

It is our normal practice to adhere to any conclusion reached by our External Consultant.

(Please note that while we take the independence and conclusions of our External Consultant extremely seriously, his role is that of a consultant engaged by us.)

Escalating your complaint to The Property Ombudsman

If you remain dissatisfied by the conclusions reached by our internal investigation and by the investigation of the External Consultant, you may refer your complaint to the wholly independent The Property Ombudsman.

**The Property Ombudsman,
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire,
SP1 2BP**

01722 333306

admin@tpos.co.uk
www.tpos.co.uk

The procedures of the Property Ombudsman for dealing with complaints are published on [their website](#).