

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Ariston Properties Limited t/a Ariston Property is a member of Propertymark (ARLA and NAEA).

We aim to provide the highest standards of services to all our clients including landlords, tenants, vendors, and buyers, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write or email in the first instance to the managing director, **Mr. Antony Karageorghis** at the address below:

Ariston Property, 528/530 Hornsey Road, London, N19 3QN

info@aristonproperty.co.uk

What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If you remain dissatisfied with the result of the internal investigation, please contact **Mr. Martin Evans, Astra House Business Centre, The Common, Cranleigh, GU6 8RZ Tel: 07960 002212** mevans@staff-craft.co.uk who will review the complaint.
- Martin will write to you within 15 working days of receiving your request for a review, confirming his final viewpoint on the matter.
- If you are still not satisfied with the final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, Wiltshire. SP1 2BP

Tel 01722 333 306; Email admin@tpos.co.uk Website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.