

COMPLAINTS HANDLING PROCEDURE

If you have a complaint, please refer below to the procedure which we will follow in dealing with that complaint:

1. Please contact us in writing or by email addressed to:

Michelle van den Houten
Operations Manager
Breckon & Breckon (Asset Management & Consultancy) Ltd
Twining House, 294 Banbury Road, Oxford OX2 7ED
tel: 01865 727272
email: michelle@breckon.co.uk

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation and to let you know what actions have been or will be taken.
5. If you remain dissatisfied, you may escalate your response to Katie Leppard, who will conduct a separate review within 15 working days of receiving your escalation.

Katie Leppard
Managing Director
Breckon & Breckon (Asset Management & Consultancy) Ltd
Twining House, 294 Banbury Road, Oxford OX2 7ED
tel: 01865 727272
email: katie@breckon.co.uk

6. In addition to our Complaints Handling Procedure, we operate the following redress mechanisms approved by RICS. If you are still unhappy with the result of any of the above, you may refer your complaint to the following redress providers:

For Consumer clients:

The Property Ombudsman as a private individual.
55 Milford St, Salisbury, Wiltshire, SP1 2BP
tel: 01722 333306
admin@tpos.co.uk
www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service
55 Colmore Row, Birmingham, B3 2AA
tel: 020733 43806
drs@rics.org
www.rics.org/drs