

## Complaints

### **The Breckon & Breckon complaints procedure is set out below.**

As a Breckon & Breckon customer, you expect a first class service from us, and we aim to provide it. We have high standards, but if you believe we have made a mistake, please get in touch with us as soon as possible and we will do everything we can to put it right.

We are subject to the rules of The Property Ombudsman. In general terms this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person – the Ombudsman.

Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure, and received a letter from us giving our final response.

This page shows the steps in our complaints procedure. At every stage we promise to listen, to do everything we can to resolve your problem and to make sure you're happy with the way we do it.

### **Our Complaints Procedure**

If you have a problem please discuss this with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly and quickly.

1. If you feel that the matter is not being resolved to your satisfaction, please ask to speak to the Manager of the Branch dealing with your enquiry. The Manager will try to resolve the matter on the day you raise your complaint, although whether this is possible will of course, depend on the nature of the complaint.
2. If the response by our Branch Manager does not resolve the matter to your satisfaction, you can ask the Manager to refer the complaint to our Managing Director, alternatively you can write to him:

Mr Keith Stacey, Breckon & Breckon, Twining House, 294 Banbury Road, Summertown, OX2 7ED or email [keith@breckon.co.uk](mailto:keith@breckon.co.uk)

An acknowledgement will be sent to you within 3 working days. It will also:

Set out our understanding of your complaint, and

State when we will be able to reply in greater detail

You may also be asked for additional information if this is required to assist resolving the matter. A formal written outcome of this investigation will be sent to you within 10 working days.

In all but exceptional cases, by the end of ten working days following receipt of your complaint, Breckon & Breckon will have given you its final response by letter. This will be accompanied by The Property Ombudsman Consumer Guide.

3. If you are still not satisfied with the steps taken by us, you can write to:

The Property Ombudsman: Unit 159756, PO Box 7169,  
Poole, BH15 9EL. Or call **01722 333 306**. Or email:  
**admin@tpos.co.uk**

4. The Property Ombudsman will consider your complaint, taking in to account any points made by you and Breckon & Breckon. The Ombudsman may, however, refuse to investigate a complaint where your issue refers to something that happened more than 12 months before you complained in writing to the Member Agency, or you referred your complaint to the Ombudsman more than six months after you received the Member Agency's final offer of settlement or answer.
5. The Ombudsman's Office may try to settle the dispute by agreement between you and Breckon & Breckon. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.
6. The Ombudsman will send his decision to you and Breckon & Breckon. You can accept or reject his decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.