

Step One

If you have a complaint about any aspect of our service please contact us in writing or by email addressed to;

Mr Greg Barnes FARLA MNAEA
Managing Director
Breckon & Breckon (Letting & Management) Ltd.
Twining House
294 Banbury Road
Oxford
OX2 7ED

Telephone: 01865 201111
Email: greg@breckon.co.uk

Please give:

Your contact details

Full details of the complaint

We shall immediately acknowledge receipt (and within a maximum of 3 days) and investigate the matter.

Step Two

We will write to you with 10 working days with a full reply or to advise you of the position with the investigation if it is not complete.

Step Three

If the complaint remains unresolved, you may contact The Property Ombudsman Scheme at www.tpos.co.uk