

Our complaints policy

Druitts Solicitors is committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within seven working days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Kay Donalson, who will review your matter file and speak to the member of staff who acted for you.
3. Kay Donalson will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter or email.
4. Within three days of the meeting, Kay Donalson will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible for you to attend a meeting, Kay Donalson will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter or email.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for Christopher Clifford or someone unconnected with the matter at Druitts to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact:
The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the matter about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it)

If we have to change any of the timescales above, we will let you know and explain why.