



COMPLAINTS PROCEDURE

Druitts 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 sort out any misunderstandings and 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. In most cases an informal discussion with the lawyer responsible for your matter will resolve your concerns. If it does not do so, then you can formalise your complaint and our Complaints Manager, Kay Donalson, will deal with it.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within 5 working days of receiving the complaint and enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Kay Donalson reviewing your matter file and speaking 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 3 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 we have to change any of the timescales above, we will let you know and explain why.

9. If we are unable to resolve your complaint or a period of 8 weeks has expired since we acknowledged your complaint without our final response being received, you are entitled to refer your complaint to the Legal Ombudsman. The Legal Ombudsman will look at the complaint independently and any investigation by them will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check:
- you have tried to resolve the complaint with us in the first instance and
 - you have suffered significant financial loss, distress, inconvenience or detriment, which deems it proportionate for them to investigate.

We will always be happy to discuss your issues further, prior to you going down this route, if you wish to do so.

10. For complaints about our service, including billing issues, you may contact the Legal Ombudsman via one of the methods below:
- Phone: 0300 5550333
 - Email: enquiries@legalombudsman.org.uk
 - Post: Legal Ombudsman, PO Box 6167, Slough. SL1 0EH
11. Any complaint to the Legal Ombudsman must be made within six months of the date of our final written response to your complaint. The Legal Ombudsman also expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.
12. For more information on the Legal Ombudsman's rules and requirements, please see their [Scheme Rules](#) dated April 2023.
13. The Solicitors Regulation Authority ('SRA') can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.
14. If your unresolved complaint relates to an insurance policy covering your case, you may contact the Financial Ombudsman Service:
- Phone: 0800 023 4567
 - Online complaint forms available via their [website](#)
 - Email: complaint.info@financial-ombudsman.org.uk
 - Post: Financial Ombudsman Service, Exchange Tower. Harbour Exchange. London. E14 9SR.
15. If a complaint cannot be resolved, you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not

required to agree to such a request. This is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.