

**Complaint Handling Procedure Summary**

**Our commitment**

To deal fairly, properly and responsibly with anyone wishing to make a complaint. We will ensure that if you wish to make a complaint:

* There are no unreasonable barriers to doing so.
* That your complaint is dealt with promptly and treated seriously.
* We will deal with your complaint in a manner that is fair and consistent with the way in which we have dealt with other complaints.
* We will learn from any mistakes that we make and put in place processes to prevent recurrence.

**What should I do if I wish to make a complaint?**

To make a complaint you should contact us using any of the following.

Complaints Department

drydensfairfax solicitors

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| 10th Floor, West One |
| 114 Wellington Street |
| Leeds |
| LS1 1BA |

**Telephone:** +44 (0)113 368 8703

**Web:** <http://www.drydensfairfax.com/contact.asp>

**E-mail:** [complaints.team@drydenslaw.com](mailto:complaints.team@drydenslaw.com)

**How will my complaint be dealt with?**

* **Within 5 working days** we will acknowledge receipt of your complaint.
* **We will aim to send you our final response** within 4 weeks of receipt of your complaint. Our final response will provide you with details of our investigation and confirmation of whether or not we have upheld your complaint. If there are actions that we need to take to rectify the situation, these will be documented here.
* **If we are unable to send you a response within 4 weeks** we will write to you to update you of our progress.
* **Within 8 weeks** of receipt of your complaint we will send you our final response to your issues, or a response which explains why we are still not in a position to make a *final* *response* and indicating when we expect to be able to do so.

**What should I do if I am unhappy with the final response?**

If you remain dissatisfied, you have the right to refer your complaint to the Financial Ombudsman Service free of charge. However you must do so within 6 months of our final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances. Their contact details are;

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0300 123 9123

www.financial–ombudsman.org.uk

If you wish to complain about our professional conduct you may contact the Solicitors Regulation Authority. Their contact details are;

The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Tel: 0370 606 2555