



drydensfairfax complaints data (01 October 2019 to 31 March 2020)

As a law firm regulated by the Financial Conduct Authority (FCA) we are required to report the number of regulated customer complaints that we receive every six months, where these exceeded 500 in total.

The results for the period of 1 October 2019 to 31 March 2020 are as follows:

Consumer Credit related (debt collection)

Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
536	535	100%	35%

Click on the link www.drydensfairfax.com to return to the website.

drydensfairfax solicitors is a trading name of Drydens Limited, a company registered in England and Wales (number 06765260).

Registered office 4th Floor, Fairfax House, Merrion Street, Leeds. LS2 8BX **DX** 320601 Leeds 16 **Web** drydensfairfax.com

Drydens Limited is part of Arrow Global Group PLC. Calls may be recorded for training, monitoring and quality purposes.

An individual with the title of director does not necessarily mean statutory director. A full list of statutory directors is available for inspection at our registered office.

Authorised and regulated by the Solicitors Regulation Authority under SRA number 511996 and by the Financial Conduct Authority under FCA number 677021. We comply with the GDPR and treat your data lawfully and transparently. This is for specific, legitimate and explicit purposes of our operations and those of our clients. Our website offers more detail.