

Firm name: drydensfairfax solicitors trading name of Drydens Limited

Group: Arrow Global Group Plc

Other firms included in this report: N/A

Period covered in this report: 1 January 2021 to 30 June 2021

Number of complaints opened by volume of business							
Product/service grouping	Provision (at reporting period end date)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints
Credit related complaints*	4.31	620	639	51%	49%	32%	Customer Service
Home Finance	5.59	5	4	0%	100%	0%	Customer Service

*Complaints in relation to debt collection.

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

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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.

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