



## **DRUCES LLP - COMPLAINTS POLICY**

We are committed to providing a high-quality legal service to our clients. If at any point you become unhappy or concerned about any aspect of our service to you then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance you should contact the person who is working on your matter to discuss your concerns unless you are not comfortable doing so.

### **Making a complaint**

If you have been unable or unwilling to resolve a problem with the lawyer responsible for your matter you may raise your concerns in writing with our complaints partner, Roy Campbell ([r.campbell@druces.com](mailto:r.campbell@druces.com)) or our Risk Committee ([Risk@druces.com](mailto:Risk@druces.com)) If you are unable or unwilling to raise the matter in writing you may do so by telephone (Switchboard: 020 7638 9271).

In accordance with our regulatory duties, we will ensure that your complaint is dealt with promptly, fairly and free of charge. Making a complaint will not affect how we handle your matter.

Usually the complaints partner will investigate a complaint themselves but they or our Risk Committee may ask, or you may request, another partner of the firm to investigate the matter.

### **What will happen next?**

1. We will acknowledge your complaint in writing and we will confirm who is dealing with it. We may ask you for further information about your complaint.
2. We will then investigate your complaint. This will normally involve our complaints partner or another appropriate partner reviewing your file and speaking to the member(s) of staff who acted for you.
3. When the internal investigation has concluded we will invite you to a meeting, usually at our offices, to discuss and resolve your complaint. If you do not wish, or are unable, to attend a meeting we may instead offer you a chance to discuss the matter by telephone or video conference.
4. After the meeting, or discussion, we will write to you to confirm what was discussed and any course of action that we have agreed with you.

5. If you decline both a meeting and a telephone/video discussion we will send you a written reply to your complaint, which will include suggestions for resolving the matter.
6. If you are still not satisfied you may contact the complaints partner, or our Risk Committee, again and we will arrange for another partner, unconnected with the matter and the initial investigation, to review the outcome of the initial investigation.
7. We will write to you confirming our final position on your complaint and explaining our reasons.
8. If the matter is not resolved to your satisfaction within **8 weeks** following your initial complaint to our complaints partner, or Risk Committee, you may:
  - (a) Refer your complaint to the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Any complaint, to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint.

Furthermore, ordinarily, the complainant must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission;
- one year from when the complainant should reasonably have known there was cause for complaint.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). The Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits; or

- (b) If we and you both agree, refer the complaint to an alternative complaints body such as Pro Mediate UK Limited ([www.promediate.co.uk](http://www.promediate.co.uk); tel 01928732455 or 07824704826) which is competent to deal with complaints about legal services. Note that we are not obliged to agree to refer your complaint in this way. If we do not agree to this, you may still contact the Legal Ombudsman.

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority 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. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority (<https://www.sra.org.uk/consumers/problems/report-solicitor/>)

Druces LLP

1<sup>st</sup> November 2023