

## Complaints Procedure

Pannone Corporate LLP is committed to providing you with the best possible service.

If at any point you become unhappy or concerned about our service, please inform us immediately so we can do our best to resolve the problem.

In the first instance, please raise any concerns with the lawyer dealing with your matter and we will do our best to resolve any issues.

If you wish to make a formal complaint, please contact us so that we may review your concerns in line with our two stage internal complaints procedure. Details of this procedure are set out below.

This document also explains how your complaint could be considered by the Legal Ombudsman, the applicable time limits and the circumstances in which you can raise concerns about our behaviour with the Solicitors Regulation Authority.

### Stage 1

#### How to submit a complaint?

If you wish to make a formal complaint please either raise your concerns with the person dealing with your matter or contact our Professional Standards Manager, Martin Scholes at:

E: [martin.scholes@pannonecorporate.com](mailto:martin.scholes@pannonecorporate.com)  
T: 0800 131 3355

If possible, please provide details of the main reasons for your complaint.

#### What will happen next?

We will acknowledge your complaint in writing within two working days. Full details of your complaint will also be recorded in our central complaints register.

A full review will be carried out, usually by a senior lawyer and our Professional Standards Manager. We will provide a written response within 14 days of the date of acknowledgement.

If we have not resolved your concerns, you may escalate your complaint. We will then review your complaint further in accordance with stage two of this procedure.

### Stage 2

#### How to submit a complaint?

If you wish to escalate your complaint please contact our Professional Standards Manager at:

E: [martin.scholes@pannonecorporate.com](mailto:martin.scholes@pannonecorporate.com)  
T: 0800 131 3355

#### What will happen next?

We will acknowledge your escalated complaint in writing within two working days of receipt.

A full review will be undertaken, usually by a senior lawyer and our Compliance Officer for Legal Practice, David Brown, who oversees all complaints.

We will provide a final written response within 21 days of the date of acknowledgement of the escalated complaint.

**Note:** We aim to consider and resolve all formal complaints within eight weeks. If at any stage of your complaint there are complex issues likely to impact on the response dates, or other reasons why we have to revise our timescales, we will explain why in writing.

### ADR

Alternative dispute resolution bodies exist which are competent to deal with complaints about legal services should both we and you wish to use such a scheme. We will inform you whether we are willing to agree to use a mediation scheme when we provide you with our response to your escalated complaint.

### Contacting the Legal Ombudsman

If we are not able to resolve your complaint to your satisfaction, then you may be able to have the complaint considered by the Legal Ombudsman, which is an independent complaints body who can investigate complaints about the legal service you have received from us.

The Legal Ombudsman will consider complaints made by individuals and certain small businesses and other organisations.

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Further information about the Legal Ombudsman can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or you can telephone them on 0300 555 0333.

### **Time Limits for contacting the Legal Ombudsman**

The Legal Ombudsman expects complaints to be made to them within one year of the act or omission about which you are concerned, or within one year of you realising there was a concern.

You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

### **Solicitors Regulation Authority**

Solicitors in England are regulated by the Solicitors Regulation Authority which sets the ethical and professional standards expected from solicitors and law firms.

If you are concerned about our behaviour, or believe that we have acted unethically or unprofessionally, we would encourage you to raise these issues with us, as we take our professional obligations extremely seriously.

You have the right to raise any concerns about our behaviour directly with the Solicitors Regulation Authority.

Further information can be found at [www.sra.org.uk](http://www.sra.org.uk) or you can telephone them on 0370 606 2555.