

Third Party Complaints Procedure

Pannone Corporate LLP (**Pannone**) is committed to dealing appropriately with all third parties.

In acting for our clients, we may need to deal robustly with third parties in order to safeguard and promote our clients' interests. In doing so we will comply with our regulatory requirements.

If you are not one of our clients, but have concerns about your dealings with us, or wish to make a formal complaint please contact us so that we may review this in line with this complaints procedure.

Scope of our complaints procedure

This document summarises how we handle complaints and concerns raised by individuals or organisations who are not our clients. This includes, for example:

- The other party (or their representative) in a matter where we act for the opposing side;
- A beneficiary, executor, or other third party connected to a client matter (e.g. under a will or trust);
- A witness, member of the public, or third party who has had direct dealings with us;
- Any other person who is not a current or former client of Pannone.

This third party complaints procedure is separate from, and sits outside, our Client Complaints Procedure. It is not a regulatory requirement under the SRA Principles and Codes of Conduct, and it does not create a right to refer unresolved matters to the Legal Ombudsman, whose jurisdiction is generally limited to complaints made by clients.

We operate this procedure on a discretionary, goodwill basis in the interests of good practice and risk management.

Guiding Principles

We will acknowledge and consider all genuine concerns raised by non-clients, but we retain the discretion as to whether, and how far, to investigate.

Client confidentiality and legal professional privilege will not be waived to accommodate a non-client complaint. The complainant has no right of access to the client's file.

We will not act in a way that conflicts with our duties to our own client while reviewing a non-client concern.

Non-client complaints are handled fairly, promptly, and by someone not directly involved in the underlying matter, wherever practicable.

The process does not, by itself, imply any admission of liability, wrongdoing, or entitlement to compensation.

How to raise a concern

In the first instance please raise your concerns with our Professional Standards Manager at:

E: martin.scholes@pannonecorporate.com
T: 0800 131 3355

In so far as possible, please let us have:

- The complainant's name and contact details;
- The name of the staff member, team, or matter reference involved (if known);
- A clear description of the concern, including relevant dates;
- Copies of any relevant correspondence;
- The outcome the complainant is seeking.

We would ask that you keep any written submission as short as possible. In our experience, it takes us longer to review and respond to lengthy or unfocused complaints.

If necessary, we will review and respond to any complaint outside the timescales shown below.

Review stages

If you raise a concern with us, we will:

Stage 1 - Triage (within 5 working days of receipt)

1. Verify the complainant's status is genuinely non-client.
2. Screen for conflicts, privilege, or confidentiality issues that may limit what can be reviewed or disclosed.

3. Decide whether the concern is (a) a conduct issue more appropriately reported to the SRA; or (b) outside the Firm's ability to address (e.g. it concerns the merits of a case, which is a matter for the court); or (c) a matter capable of internal review.
4. Confirm receipt in writing to the complainant and notify them of our triage decision and next steps, including signposting to the SRA or the court where relevant.

Stage 2 - Investigation (within 10-20 working days of Stage 1 outcome)

5. A reviewer independent of the original matter (e.g. a member of our Professional Standards team) examines relevant file notes, correspondence, and the account of the staff(s) involved.
6. The reviewer considers only what is necessary and proportionate. The client's file is not disclosed to the complainant, and the client may be notified that a concern has been raised about the matter.
7. If appropriate, the reviewer may contact the complainant for clarification.

Stage 3 - Outcome (within a further period of 5-10 working days)

8. We will write to the complainant with a summary outcome. This will explain whether the concern was upheld, partially upheld, or not upheld, in general terms.
9. Where a service or conduct failing is identified, we may confirm that internal action has been taken (e.g. process review, training) without disclosing confidential internal disciplinary or process detail.

10. Any goodwill gesture (financial or otherwise) is entirely at our discretion and is not an admission of legal liability.
11. The letter will signpost the complainant to the SRA if they remain concerned about a possible breach of professional standards.

Escalation

There is no further internal appeal stage for non-client complaints.

The Stage 3 outcome letter represents our final position under this process.

If the complainant believes Pannone or an individual has breached the SRA Principles or Codes of Conduct, they may report their concerns to the SRA, which can investigate matters raised by any member of the public, not only clients.

Contact details for the SRA are available at www.sra.org.uk.

This process does not affect any separate legal rights the complainant may have; for example, to raise the matter with the court in ongoing proceedings, or to take independent legal advice.

In force

This version of our Third Party Complaints procedure applies to all complaints received after 22 July 2026.