

## Client Complaints Procedure

Pannone Corporate LLP is committed to providing a proper standard of service to clients, taking into account the individual needs and circumstances of each client, at all times. To ensure the Firm has a full understanding of how we are meeting your needs we would encourage you to contact us if at any stage of your matter you feel you have not received a proper standard of service.

If you have any concerns about the quality of your service, or a formal complaint, please contact us so that we may review this in line with the Firm's 2 stage internal complaints procedure. We have 8 weeks to consider and resolve your complaint, however if this is not resolved, or resolved to your satisfaction, within 8 weeks of you contacting us you may refer this to the Legal Ombudsman.

### Stage 1

#### How to submit a complaint?

In the first instance please raise your concerns with the person responsible for the day to day conduct of your matter providing full details of the key issues and reasons for your complaint. You will have been provided with details within your client care letter which you will have received at the outset of your matter.

You can contact us by post, telephone or email.

#### What will happen next?

We will acknowledge your complaint within 2 working days; a letter of acknowledgement will be sent enclosing a copy of this procedure. Full details of your complaint will also be recorded on the Firm's central complaints register.

A full review will be carried out with a full response provided within 14 days of the date of acknowledgement.

If your complaint has not been resolved to your satisfaction at this stage you may refer this to the Compliance Officer who will review this as a Stage 2 complaint.

### Stage 2

#### How to submit a complaint?

If you wish to escalate your complaint please contact the Compliance Officer at:

E: [david.brown@pannonecorporate.com](mailto:david.brown@pannonecorporate.com)

T: 0800 131 3355

#### What will happen next?

The Compliance Officer will acknowledge your escalated complaint within 2 working days of receipt and update the complaint records to reflect the escalation. A full and independent review will be undertaken with a full and final response provided within 21 days of the date of Stage 2 acknowledgement.

**Note:** If at any stage of your complaint there are complex issues likely to impact on the response delivery dates you will be notified in writing with full reasons for the delay, confirmation of next steps and agreed timeframes.

### Contacting the Legal Ombudsman

If at the conclusion of your complaint, or within 8 weeks of submitting your complaint, it has not been resolved to your satisfaction you will need to raise this with the Legal Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

Complaints must be referred to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

### ADR

Alternative complaints bodies such as Small Claims Mediation ([www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk)) 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 at the conclusion of your complaint.

Any subsequent amendments to any of the timescales listed within this procedure will be confirmed in writing; a full explanation of the reasons for amending will be provided.