



THIRD PARTY COMPLAINTS PROCEDURE

All solicitors' firms must comply with a professional code of conduct and act always in accordance with a set of core principles. Accordingly, Stone Rowe Brewer LLP has a duty to act in the best interests of its clients and in doing so we may send correspondence and do things to which third parties object, while still acting within the law, proper procedure, and our professional code.

WHO SHOULD I COMPLAIN TO?

If you are a third party and wish to make a complaint, the best way to resolve any issue will depend on the circumstances under which it arose.

In certain circumstances complaints about conduct are dealt with as part of the overall process which the parties are involved in, for example, the way we behave in court or tribunal proceedings is first and foremost a matter for that court or tribunal to rule upon.

If you wish to raise an issue directly with Stone Rowe Brewer, please do so in writing and address it to the lawyer concerned or the supervising Partner. Their names and contact details will be any correspondence that you or your legal representatives will have received.

Any complaint should be made in writing to ensure that we retain an accurate record of the issues you have raised and wish to have resolved and to ensure that your complaint is directed to the appropriate person within the firm.

WHAT WILL STONE ROWE BREWER DO?

We will acknowledge your complaint in writing as soon as possible and set out a suggested timetable for our response. We normally aim to respond to you fully, within one calendar month of receiving your complaint.

If you are not satisfied with the initial response, the complaint can be escalated to the firm's Complaints Partner. The Complaints Partner will either:

- (a) review the substance of your complaint themselves; or
- (b) ask another partner to look into the matter.

In either case your complaint will be looked at afresh and we will work with you to understand any remaining concerns. We will aim to provide a final response within a month of the complaint being escalated.

WHY CAN'T YOU WRITE TO ME?

Professional rules prevent solicitors from corresponding directly with a client of another solicitor about their own matter, without that solicitor's consent (save in exceptional circumstances). If you are legally represented, then all issues should be directed through your own legal representative(s).

WHAT ARE MY LEGAL RIGHTS?

The ability for a third party to complain to the Legal Ombudsman is limited to specific circumstances and generally requires the third party to have been a "consumer" of the service, even if they were not the direct client. The SRA can look into concerns about a solicitor's behaviour or breaches of their code of conduct.

OUR COMPLAINTS PARTNER CAN BE CONTACTED AT:

Paul McNutt

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