



## **Eleanor Pullen**

### **Solicitor**

### **648238**

**[Sanction Date: 17 March 2025](#)**

### **Decision - Sanction**

Outcome: Rebuke

Outcome date: 17 March 2025

Published date: 16 April 2025

### **Firm details**

#### **Firm or organisation at time of matters giving rise to outcome**

Name: David Gray Solicitors LLP

Address(es): Old County Court, 56 Westgate Road, NEWCASTLE UPON TYNE, TYNE AND WEAR, NE1 5XU, England

Firm ID: 558594

### **Outcome details**

This outcome was reached by SRA decision.

#### **Decision details**

We have issued Ms Pullen with a rebuke for breaches of the SRA Principles and Code of Conduct for Solicitors.

We have directed Ms Pullen to pay £1,350 in relation to the SRA's costs of investigating this matter.

#### **Reasons/basis**

An internal investigation at the firm revealed that in respect of a conveyancing transaction Ms Pullen failed to carry out the necessary investigations, prepare a report on title or obtain the required approval from a supervisor before exchanging contracts and completing on a purchase on behalf of her clients.

It was found that Ms Pullen knowingly avoided and failed to follow the required processes to obtain approval from her supervisor prior to exchanging contracts, and in doing so breached Principle 7 of the SRA



Principles 2019 and Paragraph 3.2 of the Code of Conduct for Solicitors, RELs and RFLs.

It was decided that a rebuke was an appropriate and proportionate sanction.

This was because Ms Pullen's conduct was serious by reference to the following factors in the SRA Enforcement Strategy:

- Ms Pullen had direct control and responsibility for her conduct and should have ensured that she acted in her clients' best interests and provided a competent and timely service. She failed to do so.
- Ms Pullen's conduct had the potential to cause harm to her clients and the firm.
- Some public sanction is required to maintain standards and to acknowledge that there has been a breach of regulatory requirements.

A more serious sanction was not considered to be proportionate by reference to the following factors in the Enforcement Strategy:

- There was no finding that Ms Pullen acted without integrity. There was no allegation of dishonesty.
- There is a low risk of repetition, and her conduct did not form a pattern of behaviour.
- Ms Pullen has acknowledged her failings and expressed remorse for her conduct.
- No lasting significant harm has been caused. The firm completed the outstanding steps and provided the necessary advice to the clients, albeit post-completion.
- Ms Pullen cooperated with the SRA investigation.

SRA Principles breached

SRA Principles 2019

Principle 7: You must act in the best interests of each client.

SRA Code of Conduct for Solicitors, RELs and RFLs

Paragraph 3.2 You ensure that the service you provide to clients is competent and delivered in a timely manner

[Search again \[https://contact.sra.org.uk/consumers/solicitor-check/\]](https://contact.sra.org.uk/consumers/solicitor-check/)