

## What we cannot do

- refund or reduce people's legal fees
- give people financial compensation
- give people legal advice about disputes they have with lawyers

## Helping us to help you

We rely on information we receive about lawyers and law firms that we regulate, and take this very seriously. We couldn't do our job without it.

If you report information to us about someone we regulate, we will assess it to identify how it can be used to the best effect to help us keep the public protected.

In some cases the information might help us with an investigation, or throw light onto areas where we need to start looking more closely. In other cases we keep it on file in case we need it in the future.

## Working with you

We want you to contact us if you have information about the conduct or professional behaviour of a solicitor or a law firm which you think we should know about.

We acknowledge every initial report of information provided to us by:

- thanking you for the information,
- confirming how we handle your information, and
- explaining that we do not usually stay in contact with people providing information and the reasons why.

Sometimes we may contact you again if:

- we believe you have, or have access to, further information which we need to take the right action, and/or
- we think you may be required to act as a witness or provide a witness statement.

## How to report information to us

There are four ways you can report information to us:

 Email:  
report@sra.org.uk

 Phone: 0870 606 2555  
(calls are charged at national rate),  
Monday-Friday 9am-5pm

 Website: complete our report form  
www.sra.org.uk/consumers

 By post:  
**Solicitors Regulation Authority,  
Ipsley Court,  
Berrington Close,  
Redditch B98 0TD**

---

If you would like this information in another format – such as large print or Braille – please phone us on **0870 606 2555** (inside the UK), Monday to Friday 9am to 5pm, or email **contactcentre@sra.org.uk**

Sending information to the SRA:  
**what you need to know**





We keep watch over  
**120,000+**  
members of  
the regulated  
community,  
and more than  
**10,000**  
law firms and  
their employees  
across England  
and Wales.

## Who we are

We are an independent regulator, and we regulate in the interests of the public and consumers of legal services. We take action to keep the public protected and to keep standards high.

## What we can do

- take action against firms or individuals that we regulate which includes fining them, restricting or limiting the way they work, or even closing down a firm
- refer those we regulate to the independent Solicitors Disciplinary Tribunal, which has a range of powers including issuing fines and stopping a solicitor from practising law
- make payments to consumers who have lost money as a result of dishonesty by a lawyer or firm that we regulate.

## The role of the Legal Ombudsman

If you are a client of a law firm there might be issues you also want to complain about. To start with you should contact the firm involved.

If they don't resolve your complaint satisfactorily you should report it to the Legal Ombudsman. You can call them on **0300 555 0333** or visit their website at **www.legalombudsman.org.uk**.

The Ombudsman has formal powers to resolve complaints about poor service received by clients. Their website ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) has information about how to make a complaint about poor service. Issues of poor service include delay, poor communication or problems with your bill.

If your complaint poses a serious risk to you or the public, the

Ombudsman will also direct your complaint to the relevant regulator such as the SRA.

## Using the information you provide

We will always confirm receipt of your information. However our resources are limited and we have to look at the biggest risks to the public, which means we're not always able to provide updates to every person that contacts us with information.

In some cases information we receive is used as part of our investigations, and can lead to us taking action against a firm or someone we regulate.

Many of the decisions that we then take can be found on our website - you can have a look at **www.sra.org.uk/consumers/solicitor-check.page**

We take action to keep the public protected and to keep standards high.

