

Who can help if you  
have a problem with a  
solicitor or law firm?





www.legalombudsman.org.uk  
0300 555 0333

LEGAL  
OMBUDSMAN

The Legal Ombudsman could help you if you are not happy with your solicitor's work or service and need to put things right.

Examples include:



## Communication

Not replying to your emails, letters or calls



## Money

Charging you an amount you are not happy with



## Work/Advice

Losing your documents or giving you unclear advice



## Behaviour

Not explaining issues properly so you do not understand



Our examples do not cover everything so if in doubt, ge



[www.sra.org.uk/problem](http://www.sra.org.uk/problem)  
0370 606 2555



Solicitors  
**Regulation**  
Authority

The Solicitors Regulation Authority could help you if you think a solicitor might be dishonest or you have concerns about their behaviour.

Examples include:



## Communication

Shutting down their law firm without telling you



## Money

Taking or losing your money



## Work/Advice

Dishonesty or deliberately overcharging you



## Behaviour

Treating you unfairly because of your age, a disability or other characteristic

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