

## Your right to complain

If you are unhappy with your solicitor or their firm, you have the right to complain. They must tell you how you can complain to them and publish their full complaints procedure.

They must also tell you how you can complain to the SRA and the Legal Ombudsman.

### *What must solicitors' firms publish?*

You can expect to find information on their website about how to complain. If they don't have a website, you can ask them for this information instead.

### *If the firm cannot resolve your complaint*

The Legal Ombudsman [<https://www.legalombudsman.org.uk>] could help you if you are unhappy about:

- the work your solicitor did for you
- your bill.

### *If you are concerned about your solicitor's behaviour*

The SRA can help you, or take action, when solicitors:

- tell lies
- steal from you
- shut down without telling you
- break our rules.

### *You might also find these pages useful*

Look for our clickable logo [<https://www.sra.org.uk/consumers/choosing/look-out-for-our-logo/>]

Learn how much you will pay [<https://www.sra.org.uk/consumers/choosing/price-advice/>]

How to complain to us [<https://www.sra.org.uk/consumers/problems/report-solicitor/>]