

Form for making complaints about SRA service

What complaints can we deal with?

We can deal with complaints about the service we have provided—for example, if you feel we have not treated you fairly or we took too long to deal with your case.

Please make your complaint as soon as possible after the problem arose—if we receive a complaint more than six months after the problem arose, we will only look at the complaint if there is a good reason for the delay.

For more information, visit [**www.sra.org.uk/complain**](http://www.sra.org.uk/complain)

Please note that this form is **not** for making a complaint about a solicitor. For all complaints about a solicitor, please contact the Legal Ombudsman, [**www.legalombudsman.org.uk.**](http://www.legalombudsman.org.uk/)

This form is designed to be read and completed in Microsoft® Word. The form fields will expand as you type.

* If you wish to return the form **by post**, complete the form, print it and send it to the address provided below.
* If you wish to return the form **by email**, complete the form, save it locally, and send it (as an attachment) to the email address provided below.

Please return your completed form by email to [**complaintsteam@sra.org.uk**](mailto:complaintsteam@sra.org.uk)or by post to

The Complaints Team Solicitors Regulation Authority The Cube

199 Wharfside Street Birmingham

B1 1RN

**To request an alternative format please visit** [**www.sra.org.uk/contact-us.**](http://www.sra.org.uk/contact-us)

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| --- | --- |
| **Your name** |  |
| **Your address 1** |  |
| **Address 2** |  |
| **Address 3** |  |
| **City** |  |
| **Postcode** |  |
| **Your telephone number** |  |
| **Your email** |  |

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| **If you have a disability, do you require any assistance or adjustments in making this complaint?** |
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| **Please confirm the name of the person and/or the department you have been dealing with at the SRA (and your case reference number if you have one).** |
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| **Please set out your complaint in detail, explaining what aspect of our service you are dissatisfied with and why.** |
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| **To help us resolve matters to your satisfaction, please set out what you are hoping to achieve as a result of this complaint.** |
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