

By email only

Mr Wilson

27 May 2020

Dear Mr Wilson,

Re: Solicitors Regulation Authority (SRA)

Thank you for your recent email addressed to Matthew Hill and Chris Nichols of the Legal Services Board (LSB) dated 14 May 2020, and your subsequent email to the ContactUs email address of 19 May 2020. Unfortunately, your email of 14 May 2020 was not received, so I apologise for the fact that you did not receive an acknowledgement from us until your chaser of 19 May 2020.

Your correspondence to us related to your experience of the SRA's handling of your complaint against Restons Solicitors. I have also reviewed our correspondence file and can see that you raised similar complaints with us in April 2017 and previously.

It is clear from the correspondence that you are dissatisfied with the way that the SRA has handled your complaint, and I am sorry that you have had this experience and for the distress it has caused.

Role of the LSB

It will assist my response if I briefly set out the role of the LSB: we were created by the Legal Services Act 2007 as an independent body to oversee the regulation of legal services in England and Wales. Under the Act, the LSB is responsible for overseeing the SRA. We do this by monitoring their performance to ensure that they meet the standards needed to protect consumers.

The LSB is explicitly prohibited in the Act from requiring the SRA to take steps in respect of specific cases and this applies to your complaint: we cannot intervene on your behalf if you disagree with a decision of the SRA's.

The Legal Services Act 2007 prohibits the LSB from asking a regulator to decide a case in a certain way or to review decisions they have already made. The LSB is concerned with systemic issues in the legal services market and the role of regulation in protecting consumers.



LEGAL SERVICES
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All queries and feedback help inform our work to ensure an effective legal services market, and we will certainly keep details of your complaint on our records to assist with our overall work in regulating the SRA.

Having considered your email and associated correspondence carefully, my conclusion regarding your complaint against the SRA is that the LSB cannot help you further.

I would normally advise that you refer back to the SRA's published process for dealing with complaints, including arrangements for escalation, as set out on their website, however this matter has clearly gone on for some time and you have no doubt done that, as well as having escalated via the FCA and the police. I cannot advise further on the options open to you, though you may wish to seek independent legal advice.

I appreciate that this is not likely to be the response that you would have been looking for, but I hope that the information provides an explanation of our role and extent of our powers. We are committed to providing clear information and guidance on the role of the LSB and the approved regulators, and I thank you for drawing this matter to our attention. Should you have other matters that you wish to draw to the attention of the LSB in future, please do so via the Contact Us section of our website: www.legalservicesboard.org.uk/enquiries/contact-us

Yours sincerely

HE Perry

Holly Perry
Director, Enabling Services