



# Problems and complaints

21 July 2025

## Information for former clients of SSB

If you are a former client of SSB, please see our [information specifically for former clients of SSB](https://guidance.sra.org.uk/sra/news/information-former-clients-ssb/) [https://guidance.sra.org.uk/sra/news/information-former-clients-ssb/].

Learn what to do if you have a problem with or complaint about a solicitor or law firm.

## 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 us 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) [https://www.legalombudsman.org.uk] could help you if you are unhappy about:

- the work your solicitor did for you, including how they communicated with you or how long they took
- 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
- otherwise fail to meet required standards.

### **Reporting a solicitor or firm to us**

[\[https://guidance.sra.org.uk/consumers/problems/report-solicitor/\]](https://guidance.sra.org.uk/consumers/problems/report-solicitor/)

### **A firm has closed down**

[\[https://guidance.sra.org.uk/consumers/problems/solicitor-closed-down/\]](https://guidance.sra.org.uk/consumers/problems/solicitor-closed-down/)

### **Recognising problems with a solicitor**

[\[https://guidance.sra.org.uk/consumers/problems/fraud-dishonesty/\]](https://guidance.sra.org.uk/consumers/problems/fraud-dishonesty/)

### **Claim your papers from us**

[\[https://guidance.sra.org.uk/consumers/problems/claim-papers/\]](https://guidance.sra.org.uk/consumers/problems/claim-papers/)