Edward Romain
Blind Justice

By email to: edward@blindjustice.org.uk

LEGAL SERVICES BOARD

2nd Floor
2 Redman Place
London
E20 1JQ

T 020 7271 0043
www.legalservicesboard.org.uk

9 November 2026

Dear Mr Romain

Re: Blind Justice UK correspondence

Thank you for your correspondence enclosing various documents detailing Blind Justice UK's research reports, papers and their conclusions in connection with the SRA's regulation of solicitors and firms providing legal services. You have also raised concerns about the SRA's handing of specific complaints you made to it, including in connection with judicial review proceedings you have instigated against the SRA.

We apologise for the delay in responding in substance to the totality of your correspondence to date. Our response has taken longer than anticipated to finalise owing to the volume of ongoing correspondence received.

We have carefully reviewed the matters raised in your correspondence to the LSB, insofar as they fall within the LSB's remit, which we summarise to be as follows: SRA complaints handling; the extent to which the SRA uses publicly available information in supervising and investigating solicitors and firms; whether SRA investigations properly scrutinise evidence provided by solicitors and firms; and the accuracy of its published information about firms.

We recognise that the SRA's complaints handling, supervision and investigation require improvement to better meet the regulatory objectives under section 1 of the Legal Services Act 2007 (the Act) – in particular to better protect and promote the interests of consumers and the public interest, and promote and maintain adherence to the professional principles, which reflect standards of conduct.

As you are aware, the LSB has taken formal enforcement action against the SRA following its regulatory failures in connection with Axiom Ince Limited and SSB Group Limited. The Directions imposed under section 32 of the Act in relation to Axiom Ince and the Performance Targets imposed under section 31 of the Act (and censure under section 35) in relation to the SSB Group address a number of the concerns raised in your correspondence. Our decision notices in relation to Axiom Ince and SSB Group set out the regulatory failures identified, and the Directions and Performance Targets respectively set out what the SRA must do to remedy those failures.

In summary the section 32 Directions direct the SRA to strengthen its approach to identifying and responding to risks, including through better use and sharing of intelligence; improve its supervision and scrutiny of firms, including their financial stability and protection of client money; ensure more consistent assessment and triage of complaints/reports received about solicitors and firms; make more effective use of its investigatory powers and independent evidence-gathering; and strengthen its governance, decision-making and pre-intervention procedures.

The section 31 Performance Targets also address the need for more timely regulatory action and appropriate identification and support of consumers, including those reporting concerns to the SRA about solicitors and firms. Most recently, the LSB has further intensified its oversight of the SRA following independent reviews on the SRA's regulation covering the issues you have raised – details of the LSB's actions are set out in our announcement, published on 3 September 2026: LSB intensifies action to improve SRA performance and protect consumers.

The actions we are taking are aimed at securing improvements in the SRA's performance in those areas highlighted in Blind Justice's detailed reports and documents shared with us. Alongside our formal enforcement action, our ongoing oversight and regulatory performance assessments of the SRA are aimed at ensuring that the SRA improves its ability to assess complaints and identify risks to clients and the public, investigate them thoroughly, where necessary, take regulatory action to address them, and provide transparency about its decisions. Information about our regulatory performance assessment framework and assessments of the SRA, including actions for it to take, is available here.

Your letter of 30 October 2026 requests information concerning the LSB's approval of the SRA's alterations to its regulatory arrangements to implement its fining powers for economic crime given by Parliament under the Economic Crime and Corporate transparency Act 2023. We are treating them as requests for information under the Freedom of Information Act 2000 and will respond separately to you.

We note you have copied us into your correspondence to the SRA in connection with your specific complaints, including in connection with legal proceedings you have bought against the SRA. It is a matter for the SRA as to how it responds to you. Questions concerning individual regulatory decisions and the handling of specific reports of misconduct are matters for the SRA. The LSB's role is to oversee the SRA and other regulators and assess their performance under the Act; we are prohibited from intervening in specific proceedings and therefore cannot interfere with individual regulatory decisions. However, where they raise wider regulatory concerns about the performance and effectiveness of a regulator, we will consider the evidence available to us and use our powers where appropriate to secure improvements in regulatory performance to protect consumers and the public interest. As our actions in relation to the SRA demonstrate, we will take firm action where necessary to ensure that regulators meet the standards expected of them to protect consumers and the public.

Finally, we note that you have also has raised issues concerning wider access to justice, litigants in person and the impact of the use of AI by consumers. These are broader policy matters which fall outside the scope of our role as an oversight regulator and are for government to consider.

Thank you again for bringing your concerns to our attention.

Yours sincerely

Signature removed

Richard Orpin
CEO
E: Direct email removed