Blind Justice

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Published copy. Two passages withheld.

9th of November 2026

Dear Mr Orpin

RE: YOUR LETTER OF THE 9TH OF NOVEMBER 2026

Thank you for your letter of today's date. It accepts that the SRA's complaints handling, supervision and investigation require improvement to meet the regulatory objectives in section 1 of the Legal Services Act 2007. It says the LSB's action is aimed at the areas Blind Justice UK has identified. And it says that where individual decisions raise wider concerns about a regulator's performance, the LSB will consider the evidence and use its powers. They do, the evidence is set out below, and we ask the LSB to use its powers now.

This is not a historic problem. More than one hundred and sixty people have come to Blind Justice UK for help with the legal system, more than sixty of them with their own accounts of reports to the SRA closed without investigation, and new accounts reach us every day. Each of the SRA decisions set out at paragraphs 3 and 4 below was made after your announcement of the 3rd of September 2026 that the LSB had intensified its oversight. That oversight has not yet reached the decision that matters most to the public: whether a report about a solicitor is looked into at all.

1. No judicial review proceedings have been issued. Blind Justice UK sent the SRA a letter before claim on the 30th of September 2026 and the matter is at the pre-action stage. We do not ask the LSB to intervene in it or in any individual decision.

2. Your letter summarises the section 32 Directions as requiring the SRA to 'ensure more consistent assessment and triage of complaints/reports' and to 'make more effective use of its investigatory powers and independent evidence-gathering'. At the assessment stage, neither is happening.

3. On the 15th of September 2026, the SRA closed a report on the account of the solicitor reported. The next day its Complaints Manager confirmed in writing that the SRA 'did not seek further evidence' and that obtaining it 'was not considered warranted or proportionate'. It had made no formal check of the qualification at the centre of the report. It admitted on the 22nd of October that its assessment was too narrow, its enquiries not detailed enough and its reasons insufficient. It made those admissions only because it faced a claim for judicial review. A member of the public without that option would have been left with the closure.

4. [This paragraph describes a second report closed by the SRA on the 13th of October 2026 and is withheld from this published copy to protect the person who made it.]

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5. [This paragraph describes the consequences of an SRA closure for a member of the public and is withheld from this published copy to protect her.]
6. A person whose report is closed has no right to have the decision looked at again. The SRA's complaints policy says reviews of regulatory decisions sit outside it and that 'the team will tell you if the decision can be reviewed'. Its complaints officers say a complaint can examine only 'the service you have received from the SRA, and not a review of the decision made'. Under paragraph 31 of the same policy, a complaint is closed altogether once pre-action correspondence is sent. The SRA's Independent Reviewer says in its own reports that it cannot overturn a regulatory decision. Nothing in the Directions or Performance Targets, as your letter describes them, changes any of this.
7. No one is checking. The SRA has told us that its quality control of these decisions consists of monthly dip samples. Your letter describes the LSB's assessments of the SRA's performance, but not any examination by the LSB of the decisions themselves. A pattern of reports closed on the word of the person reported will not be found unless someone independent reads the decisions.
8. Require, by notice under section 55 of the Act, the production within 28 days of every decision not to investigate made since the 3rd of September 2026 in which a report was closed on the account of the person reported, or for want of evidence the SRA did not seek, together with the number of such decisions and the results of any quality control applied to them.
9. Have a sample of those decisions reviewed independently of the SRA, and publish the findings.
10. Require the SRA to set out publicly, by a fixed date, a procedure by which a person whose report has been closed can obtain a reconsideration on the merits, which does not depend on the SRA's discretion and is not closed by a letter before claim, and consider whether a further direction under section 32 is needed to secure it.
11. Meet Blind Justice UK within the next fourteen days to go through the documents behind each decision described above, all of which we will provide.

Each week this continues, more reports are closed in the same way, and more people are told there is nothing further they can do. Please let me have your response to paragraphs 8 to 11 by the 23rd of November 2026. We will publish this letter and your reply, as we have published our correspondence throughout.

Yours sincerely

Edward Romain ACILEX
Founder and CEO, Blind Justice UK