



Informing Progress - Shaping the Future

FOIL Survey: SRA Consultation - Changing our requirements on first-tier complaints

The SRA has issued a fresh consultation on first tier complaints. The consultation is due to close on 25 July 2025. You can find the consultation at the following [link](#).

When things do go wrong, the way solicitor firms deal with complaints is a key indicator of service quality for consumers. For firms, complaints are an opportunity to identify areas for improvement and ways to deliver more effectively for clients. The SRA's proposals raise important questions about the appropriate level of regulatory burden placed upon legal service providers in terms of complaints handling and the collation/supply of related information.

To assist FOIL's response to the consultation, can we ask members to complete this short survey: <https://www.surveymonkey.com/r/MS9JTYP>. Alternatively, you can use the QR code below.

The survey should take you about 4 minutes to complete. No identifying data will be used in FOIL's response to the consultation.

This survey will close on **30 June 2025**.

Many thanks in advance.

Dr Jeffrey Wale, FOIL Technical Director



