

## Help for vulnerable consumers

19 December 2024

We understand that if you are having issues with a solicitor or firm, you may be going through a challenging time. There are organisations that can support you and things that we can do to make our communication with you as effective as possible.

### If you want to report a solicitor or firm to us

If you're thinking about reporting a solicitor or firm to us, there are some things you need to know. [Please take the time to read our guidance \[https://contact.sra.org.uk/consumers/problems/report-solicitor/\]](https://contact.sra.org.uk/consumers/problems/report-solicitor/) before reporting your concerns. It will help you make sure that you are contacting the right organisation, and it will let you make sure your concerns are something we are able to help with.

We investigate serious or repeated cases of poor behaviour or conduct. We do not usually investigate poor service, [as the Legal Ombudsman is the organisation that is best placed to help you with that \[https://www.legalombudsman.org.uk/\]](https://www.legalombudsman.org.uk/).

### If you need a reasonable adjustment

If you have a disability, health problem or mental health issue, we can help you by making adjustments to remove or reduce barriers you might be facing. [Our approach to reasonable adjustments has more information \[https://contact.sra.org.uk/sra/equality-diversity/diversity-policies/policy/reasonable-adjustment-policy/\]](https://contact.sra.org.uk/sra/equality-diversity/diversity-policies/policy/reasonable-adjustment-policy/).

### If you have difficulties with English

[If you find it difficult to communicate in English, we can help \[https://news.sra.org.uk/sra/contact-us/difficulties-english/\]](https://news.sra.org.uk/sra/contact-us/difficulties-english/).

### If you need legal support

We cannot provide legal advice or become involved in legal disputes. However, there are organisations that may be able to help you:

- [Citizens Advice – Citizens Advice provides general information to you about your rights and responsibilities \[https://www.citizensadvice.org.uk/\]](https://www.citizensadvice.org.uk/).



- [Legal Choices](http://www.legalchoices.org.uk/) – Legal Choices provides you with general information about legal issues [<http://www.legalchoices.org.uk/>].
- [Government](http://www.gov.uk/find-legal-advice) – the government has guidance on a wide range of issues, including Legal Aid enquiries, resolving neighbour disputes, HM Land Registry and more [<http://www.gov.uk/find-legal-advice>].
- [Find a solicitor](https://solicitors.lawsociety.org.uk/) – if you want to instruct a solicitor, you can search for them in your local area [<https://solicitors.lawsociety.org.uk/>].

## **If you are suffering distress**

There are organisations that can support you if you are distressed.

- [Samaritans](http://www.samaritans.org/) – Samaritans can help you with a range of issues, including crisis situations. [<http://www.samaritans.org/>]. It is a unique charity dedicated to reducing feelings of isolation and disconnection, that can lead to suicide.
- [MIND](http://www.mind.org.uk/) – MIND is a mental health charity that can give advice and support to empower anyone experiencing a mental health problem [<http://www.mind.org.uk/>].
- [NHS](http://www.nhs.uk/mental-health) – NHS can provide advice and support if you are suffering with stress, anxiety or depression [<http://www.nhs.uk/mental-health>].