



Auto-Reply

From: Report@sra.org.uk (report@sra.org.uk)

To: re_wired@ymail.com

Date: Monday 27 October 2025 at 10:25 GMT

Thank you for reporting your concern to us

It is taking us longer to get back to you than we would like. We aim to be back in touch within the next 45 working days, or sooner if we consider the matter is urgent.

We thank you for your patience during this time.

There is information below which sets out whether we will be likely to investigate your concern and if we are the right organisation to help.

If your concern relates to a previous report made to us, we will consider it alongside the information we have already received.

How we can help

To better understand if we are likely to take action, there is

[information](#)

[on our website](#) about the types of matters we typically investigate and those we do not.

[Our](#)

[case studies also have further information](#) on when we will and will not investigate different types of concern.

Concerns about poor service and data breaches

In some cases, we are not able to help or investigate matters because we are not the right organisation.

In cases where you have received poor service from a firm or a solicitor,

[the Legal Ombudsman](#)

[may be better placed to help](#). It can look at your complaint, investigate and recommend that the firm pays compensation, reduces your bill, apologises or takes another step to put things right.

We expect solicitors to keep their clients' information confidential. But data protection breaches, such as accidentally sending an email or letter to the wrong address,

are usually best reported to the [Information Commissioner's Office](#), rather than to us.

For information on how we handle your personal data, see our [privacy notice](#).

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