



Solicitors
Regulation
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From the Chief Executive

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1 December 2021

Dear Paul

Thank you for sending us your draft Business Plan and Budget 2022-23, and I welcome the opportunity to respond to your consultation.

While we do not have any specific comments to make on the individual consultation questions, we would like to make some observations and comments based on our experience.

We too recognise the ongoing impact of Covid-19 on the legal sector and on organisations more widely, and the challenges that has presented for many of us. As we said in relation to our own Business Plan for the [coming year](#), it will take some time for the implications of the pandemic on the legal sector to be properly understood and we must continue to be agile and responsive.

As ever, we will continue to work closely with your teams to make sure that complaints about those we regulate reach the right organisation and are looked at appropriately and in a timely way and share any experience or insight.

Addressing the core operational work will always be the priority for regulators and ombudsmen and we welcome the sharp focus you bring to this along with your commitment to take steps to improve performance and lay the groundwork for future stability. We recognise from our own experience that there will always be complex and difficult cases that will take a long time to resolve. In many instances complainants are vulnerable and it's important that processes are fair and can accommodate differing needs, support and reasonable adjustments. I am sure you will be highlighting these factors as part of your work to address any backlogs and work to progress cases.

Collaboration with key stakeholders is key to supporting the users of legal services and we welcome your participation in our work on quality indicators, as referenced in your consultation, and in Legal Choices, the consumer information website we run on behalf of the joint legal regulators.

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Another area where we may be able to add value together is our commitment to further deepening our focus and presence in Wales. This comes as the Welsh Government look to progress the wide-ranging recommendations from the Commission on Justice review. This year we appointed a Head of Welsh Affairs to take forward this work and we will of course be happy to share any our learning with you and discuss any areas for closer working.

I am of course happy to discuss further and look forward to working with you over the next year.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Philip', written in a cursive style.

Paul Philip
Chief Executive
Solicitors Regulation Authority