Solicitors Regulation Authority

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Our ref: RGC-000[redacted]

Private & Confidential
To be opened by addressee only

Mr Christopher Bury
By email to: [redacted]

26 August 2025

Dear Mr Bury,

Thank you for correspondence dated 19 August 2025. I am sorry to read that you are unhappy with our service.

Your correspondence will be considered in accordance with stage 1 of our internal complaint's procedure.

For further information on our complaints policy please visit:
http://www.sra.org.uk/sra/complaints/complaints-policy.page

I will aim to provide you with a written response by 17 September 2025. It may be helpful for us to speak before then to ensure I fully understand your concerns.

If you agree that may be useful, please email me to arrange this.

Yours Sincerely,

Miss Sanjit S[redacted]
Complaints Officer
Investigation and Supervision
Solicitors Regulation Authority
www.sra.org.uk

**** Please use our reference when you write to us ** If you reply by email please put our reference in the subject heading**

We are the regulator of solicitors and law firms in England and Wales.

Solicitors Regulation Authority Limited is a company limited by guarantee.
Our registered offices are: The Cube, 199 Wharfside Street, Birmingham, B1 1RN.
Our company registration number is: 12608059.

Other information

If you have a complaint about the service we have provided, we have an internal complaints procedure to deal with your concerns.

If you would like more details of this procedure, see www.sra.org.uk/sra/complaints-service.page

For alternative formats of this correspondence, email contactcentre@sra.org.uk or telephone 0370 606 [redacted].

Please note that we do not store our files indefinitely. Files will be destroyed in accordance with SRA retention policies.

If you require this letter in an alternative format, please do not hesitate to contact me.