

From the Chief Executive

Mr Christopher Hodges
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Sent by email only to: christopher.hodges@csls.ox.ac.uk

25 June 2025

Dear Chris

Many thanks for your letter of 12 June 2025. We welcome the work that the Horizon Compensation Advisory Board is doing in respect of highlighting potential areas of abuse around solicitors' charging practices in respect of sub postmasters impacted by the Horizon Post Office scandal.

We would be keen to hear from sub postmasters who have experienced issues around fees charged for legal services, for example in respect of the compensation scheme or other representation relating to the Horizon Post Office scandal, particularly if they have concerns about or do not understand what it is that they are being asked to pay for.

To facilitate this, we have set up a dedicated referral contact for concerns of this nature and confirm that if sub postmasters wish to contact us about this, they should write to Josh Bold Joshua.Bold@sra.org.uk. All queries will be dealt with sensitively and we can talk through any questions about, for example: anonymity, the Guidance included in links in this letter (below) and any action we might be able to take.

Additionally, there is our general referrals email address which may also be used by anyone who has concerns about improper charging practices or other potential misconduct relating to the Post Office Horizon Scandal: report@sra.org.uk.

Finally, we set out below some links to Guidance that may be helpful to those considering making a report.

Guidance on our expectations of the profession in respect of client fee arrangements is set out here: <https://www.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/>. We also have specific Guidance on information about services that should be contained in solicitors' client care letters at the point of engagement and as the matter progresses [Client Care Letters](#). This mentions the importance of being clear on costs at the outset.

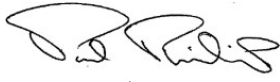
There is also information on reporting misconduct to us on our [consumer page \("reporting a solicitor or firm to us"\)](#) and we go into more detail on the process in our Guidance for solicitors entitled [Making decisions to investigate concerns](#).

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Our company registration number is: 12608059.

We do hope that this is of assistance and thank you for your continued work in this area.

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