

Our Ref: IG/TC/576

The Cube
199 Wharfside Street
Birmingham B1 1RN

DX: 720293 BIRMINGHAM 47
www.sra.org.uk

Abdul Hai

By email only:
request-777129-920d17a2@whatdotheyknow.com

17 August 2021

Dear Mr Hai,

Information request – Our Ref: IG/TC/576

I am writing in response to your email of 27 July 2021.

I am handling your request for information under the SRA's Transparency Code.

You requested the following information:

“Hi when solicitors are unable to trace clients they eventually end up giving money to charity.

- 1. How much has been given to charity since 2017 per year?*
- 2. Do you have a list of which charities got how much money?”*

Our response:

We do not hold this information because individual firms are responsible for arranging any donations to charity and keeping records of these donations. You can find more information about this here:

[SRA | Withdrawal of residual client balances | Solicitors Regulation Authority](#)

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.

More information on how we handle requests, including a link to a copy of our Transparency Code, can be found on our website:

www.sra.org.uk/sra/how-we-work/transparency.page

Please quote the reference number **IG/TC/576** if you decide to contact us further regarding this request.

Yours sincerely,

Clare Griffin
Information Governance Officer
Solicitors **Regulation** Authority

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Internal review and complaint process

If you are not satisfied with our response to your request for information, you can request that the matter is reconsidered as an internal review. To do so please write to, or email, the Information Compliance and Governance Manager at:

SRA Information Compliance
The Cube
199 Wharfside Street,
Birmingham B1 1RN

SRAInformationCompliance@sra.org.uk

Please note that your request for an internal review must be submitted within 60 days of our decision. We aim to issue a formal response to internal reviews within 20 working days.

Internal review process

The internal review will consider any limitations applied and the information disclosed. This aspect of the review is final and there is no further avenue for appeal. It is also important for you to note that, as this is a voluntary code, the Information Commissioner is unable to consider your complaint.

Escalation to a complaint

If you are still not satisfied with the response that you have received, you can make a complaint to our Complaints Team about the way we have handled your request.

The complaints team will only be able to review the matters related to our service, for example our communication and compliance with the deadline.

If you are unhappy with the Complaint's Team decision, you can escalate the matter further and ask the Independent Reviewer (Centre for Effective Dispute Resolution) to review your complaint. The service is independent to us and they will review how we handled your complaint, not our decision.

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