

Our ref: POL/1167344-2016



**Solicitors
Regulation
Authority**

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STRICTLY PRIVATE & CONFIDENTIAL

To be opened by addressee only

Ms Lin Ball

By email only : request-320059-711cb07c@whatdotheyknow.com

03 June 2016

Dear Ms Ball

Your complaint about J E Baring & Co

We write further to your emailed correspondence with our Complaints Team. In your email to our Complaints Team of 19 May 2016 you raised additional concerns which have not previously been considered.

We have assessed the information you have sent to us about J E Baring & Co. In your email of 19 May 2016 you raised concerns regarding the fact that part of the firm's address, namely "First Floor" did not appear on their website. You were also concerned about the inclusion of "Co" in the firm's name when J E Baring & Co are no longer a company.

What happens next


We have carefully considered your complaint and have decided not to take any further action at this time.

We understand why you have reported this matter to us. However we have decided that it would not be proportionate or in the wider public interest to take further action at this time. That does not mean that complaints such as this are not of concern - they are, but we do not take action in every case.

We keep a record of all complaints that are made and yours can be used, with reports from other sources, to identify trends and behaviour. This may result in follow-up action in the future.

Thank you for taking the time to contact us.

Yours sincerely



Assessment Team
Solicitors Regulation Authority

Enc: Information Sheet - Making a complaint to the SRA - What you need to know

Direct line 0121 329 6824
Direct fax 0121 616 1299
report@sra.org.uk

**** Please quote our above reference whenever contacting us ****
If corresponding by e-mail please quote our reference in the subject heading

Other information

For alternative formats of this correspondence, email contactcentre@sra.org.uk or telephone 0370 606 2555.

Dissatisfied with our service?

If you feel that our information sheets and letters do not explain well enough how we work, or you want to comment on our handling of the matter, you can email complaintsteam@sra.org.uk or fill in the form on our website available at www.sra.org.uk/complaints/.

Data protection notice

The information you have provided is used to assess your report and it may in the future be used in follow up action. We will not use your information for an unconnected purpose without your permission. We may have to reveal your information to the firm or person that you have reported. We may also have to reveal that information to our agents (people acting on our behalf) and others involved in:

- regulating the legal and other professions; or
- law enforcement generally.

To help us maintain a record of solicitors' professional details, we will have to keep your information after we have dealt with the complaint itself. Files will be destroyed in accordance with SRA retention policies.

You can apply to us for a copy of your information (for which we may charge a fee) and to have any mistakes corrected. You should email our information compliance team at: SRAInformationCompliance@sra.org.uk