

High-volume consumer claims: join the discussion

2 October 2025

How can the high-volume consumer claims market work better for consumers? We are calling for further evidence on the challenges facing consumers that join high-volume claims, as it steps up the robust action it is taking to investigate poor practice, and to protect consumers.

Watch our on-demand webinar as we run through the challenges and issues we are encountering in this area, and discuss how we and the wider sector might respond.

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Resources

- [Read our high-volume claims discussion paper](https://referral.sra.org.uk/sra/consultations/discussion-papers/high-volume-consumer-claims-market-consumers/)
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- [Read about our wider work in this area](https://referral.sra.org.uk/home/hot-topics/high-volume-consumer-claims/) [\[https://referral.sra.org.uk/home/hot-topics/high-volume-consumer-claims/\]](https://referral.sra.org.uk/home/hot-topics/high-volume-consumer-claims/)