

## How to tell if the lawyer you are using is regulated by us

There are different types of lawyer regulated by different organisations. Lawyers or firms we regulate should have this phrase on their letterheads and website: 'authorised and regulated by the Solicitors Regulation Authority'.

You can also search for them on the Law Society website here: [www.lawsociety.org.uk/findasolicitor](http://www.lawsociety.org.uk/findasolicitor)



**Need more help?**

If you need help in dealing with your solicitor, you can find some useful advice on our website [www.sra.org.uk/consumers](http://www.sra.org.uk/consumers)

You can call us Monday-Friday 9am-5pm on **0870 606 2555** or email us here: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk) and we'll be happy to help you.

**Similarly, if you would like this information in another format, such as large print or Braille, please contact us, and we'll be pleased to help you.**

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**Thinking of using  
legal services?  
(Shortened Version)**

## Who we are

We are the Solicitors Regulation Authority



We keep watch over more than 120,000 individuals and firms supplying legal services in England and Wales

## What we do

We work to protect you when you use a lawyer or a law firm that we regulate

This means that:

- if things go wrong with a law firm we can make sure you and other people are not put at risk
- We will help put things right for you where fraud, misconduct or dishonesty by someone we regulate causes you to lose money
- lawyers and law firms that we regulate should give you the help and service that you need

## How we work

All lawyers and law firms we regulate have to follow rules and our way of behaving. All of this information is in our Handbook <http://www.sra.org.uk/handbook/>

It sets out how they must behave, and what we expect them to provide to their customers.

## What your lawyer or law firm must do

If you use a lawyer or firm which we regulate, you should be:-

- given all the information you need to make a choice about the right service for you
- told how much it will cost or how the charges will be worked out
- given good service and know they are qualified people being regulated by us
- treated fairly and with respect, and be able to talk about any adjustments you need to help you understand
- confident that your solicitor is putting your best interests first and respects your confidentiality.

If things go wrong you should be:-

- able to complain to them or to the Legal Ombudsman (<http://www.legalombudsman.org.uk/>) if you're unhappy with the service they provide
- given compensation if it's found you are entitled to make a claim
- told by the lawyer about any arrangements they have for passing your details to other organisations.

