

Thinking of using legal services?



Who we are:

We are the
Solicitors
Regulation
Authority (SRA).



The SRA regulates
more than

125,000

individuals and over
10,000 firms and
their employees in
England and Wales.

What we do

We work to protect you
when you use a solicitor
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
- Solicitors and law firms that we regulate should give you the help and service that you need.

How we work

All solicitors and law firms we regulate have to follow rules and our way of behaving. All of this information is shown in our Handbook which you can see on our website here www.sra.org.uk/handbook/

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

When you first contact your solicitor they should:

- explain your options to help you make choices about the legal service you need
- explain how much the work will cost or how their charges will be worked out at the end
- give good service, put your best interests first and respect your confidentiality
- treat you fairly and with respect, and agree how you want them to communicate with you (for example face to face, by email, or by telephone)
- tell you about any arrangements they have for passing your details to other organisations.



If something goes wrong you can:

- move your case to another law firm, though you will need to pay for work that your current law firm has already completed
- complain to them at any time, or to the Legal Ombudsman if you're unhappy with their service (see their website at www.legalombudsman.org.uk)
- be given compensation if you are entitled to it to cover money that you have lost.

We set standards that have to be met by those we regulate

Need more help?

Support and advice about legal services are also available from our website, in a range of community languages, and also video clips.



Email:
contactcentre@sra.org.uk



Website:
www.sra.org.uk/consumers



Phone:
within the UK:
0370 606 2555
(calls charged at national rate)

International:
+44 (0)121 329 6800

Opening hours:
0800-1800 Monday/
Wednesday/Thursday/Friday
0930-1800 Tuesday



By post:
Consumer Affairs
Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham B1 1RN
DX 720293 Birmingham 47

Solicitors and firms we regulate must have this phrase on their letterheads and website: 'authorised and regulated by the Solicitors Regulation Authority'.