

Code of Conduct for Solicitors, RELs, RFLs and RSLs and Code of Conduct for Firms

Our proposed new requirement

This amendment is proposed as an addition to the existing regulations 8.2-8.5 of our Code of Conduct for Solicitors, RELs, RFLs and RSLs. It will also apply to firms under section 7.1 (c) of our Code of Conduct for Firms.

8.2 - 8.5: Complaints handling

8.3.1 You ensure that:

(a) when a *complaint* is first notified, *clients* are provided with a timeline for the resolution of their *complaint*; and

(b) *clients* are given regular updates on the progress of their *complaint*.

Supplemental notes

Made by the SRA Board on XXXX.

Made under sections 31 and 32 of the Solicitors Act 1974, section 89 of, and paragraphs 2 and 3 of Schedule 14 to, the Courts and Legal Services Act 1990 and section 57(2) and (8) of the Legal Aid, Sentencing and Punishment of Offenders Act 2012.