

The SRA's transparency rules - practical tips to help you comply

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Better information: the problem



Competition and Markets Authority – lack of information a problem for public and small businesses



People want to shop around – but only 1/5 firms were publishing price information



Not just price – want range of information to inform choices

What we have done

Firms we regulate publish:



Show price + description of
key services



Complaints procedure (including to
the Legal Ombudsman and to SRA)

We have:



Created a clickable logo for firms
to use on their website



Launched the about firms and
solicitors

Which services are covered?



Conveyancing
(residential)



Motoring offences
(summary offences)



Probate
(uncontested)



Immigration
(excluding asylum)



Employment tribunals
(unfair/wrongful dismissal)



Debt recovery
(up to £100,000)



Licencing applications
(business premises)

Price: what do you need to do

You must publish*:

Clear and accessible cost information in a prominent place for certain services: total cost, average cost or range

Basis for costs - including hourly rates, or fixed fees

Experience and qualification of anyone carrying out that work

Details of any disbursements

Whether services attract VAT and the rate

Details of services: timescales, key stages, services that might be additional

* If you don't have a website, this information must be readily available upon request in another format. People should not be required to provide detailed information before they can obtain it.

Complaints: what you need to do

You must publish*:

Publish your complaints handling process on your website

Publish details about how to complain to us

Publish details about how to complain to the Legal Ombudsman

* If you don't have a website, this information must be readily available upon request in another format. People should not be required to provide detailed information before they can obtain it.

Clickable logo

What is it

A logo displayed on your website. It can only be used by firms we regulate

It will tell the public that the firm is regulated by us, has met our high standards and that protections apply

It can be clicked and will then display information about the protections that come when using a regulated firm

Mandatory from **25 November 2019**



REGULATED BY
**SOLICITORS
REGULATION
AUTHORITY**

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What are we doing?



Web sweeps



Declarations

Good practice: what to check



Always include the charging basis for your prices

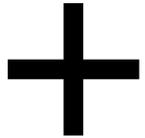


Describe the credentials of people who carry out the legal work



Don't forget your disbursements

Good practice: what to check



Be clear about VAT



Complaint information



Location, location, location

Good practice: what to check

Finally...

Check and double check the information that you have published!

What next?

Declarations exercise



July 2020 – July 2021



2,000 firms



Confirm you are compliant with the rules

Support available



Online guidance and FAQs – sra.org.uk/regs-resources



Email: transparencyrules@sra.org.uk



Professional Ethics helpline