

SRA standards charter

Last updated 7 July 2014

Our vision

We will be the leading regulator of legal services, protecting the public, empowering, supporting and developing our people, providing value for money, fair and transparent outcomes and service excellence in everything we do.

Our commitment

We are committed to providing a high standard of service that is fair, effective and inclusive, making it clear what you can expect from us and what we ask of you in return. As part of this commitment, we will:

- listen to you and provide you with the information you need to enable you to use our services effectively;
- ensure our services are easily accessible;
- deal with your issue or enquiry as soon as we can;
- be open and transparent in our decision-making processes; and
- take any complaints that we receive seriously and use your feedback to help improve our services.

Your responsibilities

In response to our commitment, we ask that you:

- treat our staff with respect and courtesy;
- allow us reasonable time and opportunity to deal with your issue or enquiry, providing all the information we need to assist us in doing so;
- let us know if you have any particular communication needs or require information in an alternative format or language so we can consider whether we are able to accommodate these;
- let us know if you have a disability and require any reasonable adjustments to our services; and
- understand that, due to the confidential nature of our investigations and the need to target our resources as effectively as possible, we may be unable to share certain information with you or keep you informed about the progress of a case.

Complaints about our service

We recognise that we may not always provide the level of service that we would like and welcome the opportunity to consider and respond to any concerns which may arise. Our Complaints Policy provides details about how to make a complaint if you are unhappy with the level of service that you have received from us.

Further information

For the regulated community

- The advice and support available to you, including the Professional Ethics helpline number [<https://www.sra.org.uk/home/contact-us/>] .
- Outcomes-focused regulation and our Standards and Regulation [<https://www.sra.org.uk/solicitors/standards-regulations/>] .
- mySRA, through which you can access your own online account for paying renewal fees, updating your practising details and making a broad range of applications to us.
- How to become a solicitor if you are a qualified lawyer of a different jurisdiction [<https://www.sra.org.uk/qlts/>] .

For consumers and the public

- What to expect when using legal services [<https://www.sra.org.uk/consumers/choosing/what-to-expect/>] and how to check a solicitor's record [<https://www.sra.org.uk/consumers/solicitor-check/>] .
- What to do if you are having problems with law firms or individuals [<https://www.sra.org.uk/consumers/problems/>] .
- The changes we have made to the way we regulate solicitors and firms [<https://www.sra.org.uk/consumers/who-we-are/sra-regulate/>] .
- How to find a solicitor [<https://www.sra.org.uk/consumers/instructing/>] and where to go for advice about legal aid [<https://www.sra.org.uk/consumers/instructing/costs-legal-aid/>] .
- How to complain about the service you have received from your lawyer [<https://www.sra.org.uk/consumers/problems/report-solicitor/>] via the Legal Ombudsman.

For students

- Becoming a solicitor: the academic stage [<https://www.sra.org.uk/become-solicitor/legal-practice-course-route/qualifying-law-degree-common-professional-examination/>] and the Legal Practice Course [<https://www.sra.org.uk/become-solicitor/legal-practice-course-route/lpc/>] .

For trainees

- Period of recognised training [<https://www.sra.org.uk/become-solicitor/legal-practice-course-route/period-recognised-training/>]
- Admission to the roll of solicitors [<https://www.sra.org.uk/become-solicitor/admission/>]

Specific charters

Departments also publish specific charters relating to the process and service levels they provide.

- Complaints charter [<https://www.sra.org.uk/sra/complaints-service/complaints-charter/>]