

Online customer reviews

25 February 2021

Engaging with customer reviews, not only helps the public when they are looking for a legal services provider but can also help your firm win more business.

Whether you work proactively with online comparison websites, or publish reviews directly yourself, this webinar will help you better understand:

- How to effectively engage with customer reviews
- How third-party comparison websites work
- Any related regulatory issues
- The webinar included a live Q&A session, where you can put questions on customer reviews or working with online comparison websites directly to our expert.

To find out more about getting directly involved in our pilot scheme, please email our Policy team [<https://www.sra.org.uk/contactus>] .

Resources

Customer reviews [<https://www.sra.org.uk/solicitors/resources/transparency/customer-reviews/>]

Introduction to participating sites

Please note the content of the below videos is supplied directly by the providers themselves.

ReviewSolicitors

reallymoving

The Law Superstore

Trustpilot