

SRA Transparency Rules Checklist

General

What is the requirement?	Compliant?	Notes	Reviewed by	Date
Publicity of firm is accurate, not misleading, and not likely to reduce public trust				
Website includes: <ol style="list-style-type: none"> 1. address of company's registered office 2. the registered number form Companies House, and 3. where in the UK the company is registered 				

Rule 1 – Costs Information

What is the requirement?	Compliant?	Notes	Reviewed by	Date
Charges are clear (indicate whether VAT and disbursements are included)				
Costs are made clear at engagement and, where appropriate, as the matter progresses				
Work areas within scope (for individual clients unless specified): <ul style="list-style-type: none"> • conveyancing (residential) • probate/wills (uncontested) • motoring offences (summary only) • immigration (excluding asylum) • employment tribunals (unfair/wrongful dismissal for both individuals and businesses) 				

<ul style="list-style-type: none"> debt recovery (up to £100,000 for businesses only) licensing applications for business premises (for businesses) 				
<p>For services caught by the price transparency regime:</p> <p>(a) total cost of service OR the average/range of costs is clear</p> <p>(b) basis for charges, including any hourly rates OR fixed fees are clear</p> <p>(c) the experience and qualifications of those carrying out the work (and their supervisors) are clear</p> <p>(d) a description and the cost of any likely disbursements OR the average/range of costs are clear</p> <p>(e) if fees or disbursements attract VAT (and the amount of VAT they attract) are clear</p> <p>(f) what services are included in the price displayed (include key stages and likely timescales for each stage) are clear AND any services that might reasonably be expected to be included in the price displayed, but are not are stated</p> <p>(g) if a conditional fee or damages-based agreement is used, when a client may have to make any payments themselves for services (including from damages) are clear</p>				
<p>Costs information should be:</p> <ul style="list-style-type: none"> - clear, - accessible, - located prominently on website 				

Rule 2 – Complaints Information

What is the requirement?	Compliant?	Notes	Reviewed by	Date
Complaints information is located in a prominent place on your website				
Complaints handling procedures details are published, including how and when a complaint can be made to:				

- the Legal Ombudsman - the SRA				
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Rule 3 – Publication

What is the requirement?	Compliant?	Notes	Reviewed by	Date
If an authorised firm or individual does not have a website, information set out in Rules 1 and 2 (above) must be available on request				

Rule 4 – Regulatory Information

What is the requirement?	Compliant?	Notes	Reviewed by	Date
Appropriate information about you, your firm and how you are regulated is visible				
Website, letterhead and emails show the words ' authorised and regulated by the Solicitors Regulation Authority ' and either: - its registered name and number (if the firm is a LLP or company), Or - the name under which it is licensed/authorised by the SRA and the number allocated to it by the SRA (if the firm is a partnership or sole practitioner)				
1. SRA number 2. SRA's digital badge are both displayed in a prominent place on website <i>If an ABS, this must be displayed in a prominent place on the website relating to legal service.</i>				
Clearly explain which services provided by you, your business or employer, and any separate business, are regulated by an approved regulator AND				

ensure you do not represent any business or employer which is not authorised by the SRA, including any separate business, as being regulated by the SRA				
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Contact us for a free 30-minute compliance review