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Client care

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Publishing complaints procedure - Guidance

[\[https://www.sra.org.uk/solicitors/guidance/publishing-complaints-procedure/\]](https://www.sra.org.uk/solicitors/guidance/publishing-complaints-procedure/)

23 March 2023

The requirements under the Transparency Rules to publish information concerning your complaints procedure.

Accepting instructions from vulnerable clients or third parties acting on their behalf - Guidance

[\[https://www.sra.org.uk/solicitors/guidance/accepting-instructions-vulnerable-clients/\]](https://www.sra.org.uk/solicitors/guidance/accepting-instructions-vulnerable-clients/)

30 June 2022

To highlight issues to consider before receiving and accepting instructions from vulnerable clients or third parties acting on their behalf.

Transparency in price and service - Guidance

[\[https://www.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/\]](https://www.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/)

3 August 2021

To help you understand your obligations under our Transparency Rules.

Drafting and preparation of wills - Guidance

[\[https://www.sra.org.uk/solicitors/guidance/drafting-preparation-wills/\]](https://www.sra.org.uk/solicitors/guidance/drafting-preparation-wills/)

25 November 2019

To highlight areas of concern and the professional obligations of those responsible for the preparation and drafting of wills.

Access to and disclosure of an incapacitated person's will - Guidance

[<https://www.sra.org.uk/solicitors/guidance/incapacitated-persons/>]

25 November 2019

To clarify circumstances where a solicitor can disclose a copy of a client's will to a property and financial affairs attorney.

Complaints about solicitors working outside SRA-regulated firms - Case studies

[<https://www.sra.org.uk/solicitors/guidance/complaints-solicitors-working-outside-sra-regulated-firms/>]

25 November 2019

These case studies examine some of the remedies available to those who wish to complain about solicitors working outside SRA – regulated firms.

Client care letters - Guidance

[<https://www.sra.org.uk/solicitors/guidance/client-care-letters/>]

25 November 2019

How to write and what to include in a good client care letter.

SRA Transparency Rules - Case studies

[<https://www.sra.org.uk/solicitors/guidance/transparency-rules/>]

25 November 2019

These case studies will help you understand the Transparency Rules and the requirement to publish prices.