Solicitors Regulation Authority

News

How do your clients feel about using legal technology?

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One of our three priorities in our current Corporate Strategy [https://www.sra.org.uk/sra/corporate-strategy/] is to actively support the adoption of legal technology and other innovation that helps to meet the needs of the public, business community, regulated entities and the economy.

In short, if law firms make better use of the technologies being developed all the time, it can help them connect to more clients who would not otherwise use a regulated professional.

We have seen more and more firms adopt this way of thinking, and our research, carried out by the University of Oxford last year, has shown that trend shows no signs of slowing down.

However, what we don't know is how acceptable do the public and small to medium enterprises find using technology-based solutions when accessing legal services?

We are running a brief survey and your feedback, plus that from consumers, will help us better understand and consider how we regulate the future of legal technology.

The survey should take no more than ten minutes to complete, and is hosted by an external provider, so you will leave the SRA website.

Take the survey [https://www.panelbase.net/pre?jn=W15254w13&src=COMM&ws=2&es=1]