

# Who we are and what we do

Updated 1 June 2022

## *What we do*

We regulate all solicitors and most law firms in England and Wales.

We protect and help the public by making sure:

- solicitors and law firms meet our high standards
- we take action against solicitors who don't follow our rules - for instance, by taking someone's money or acting dishonestly
- people can get their documents and money back, if, for example, a law firm shuts down suddenly.

## *When things go wrong*

### *Taking action in cases of serious misconduct*

We can prosecute solicitors and firms at the independent Solicitors Disciplinary Tribunal (SDT). It can issue fines and suspend or even strike off solicitors.

### *Interventions*

We can close down firms where there is a serious risk to their clients and the public.

### *SRA fines*

We can fine solicitors and firms and set limits on what work they can do.

### *Compensation fund*

We manage a discretionary fund that can help return money to people who have lost it due to a dishonest solicitor. Learn more about our discretionary fund [<https://www.sra.org.uk/consumers/problems/claim-papers/>] .

## *Opening up legal services*

### *Check a solicitor is who they say they are*

The Solicitors Register [<https://www.sra.org.uk/consumers/register/>] allows you to check:

- if we regulate a solicitor or law firm
- contact details for them
- whether we've closed down a firm
- if there are any disciplinary decisions against a solicitor.

Just over 1.7 million checks took place this year.

### *Logo to show we regulate a law firm*

All law firms we regulate must show our clickable logo [<https://www.sra.org.uk/consumers/choosing/look-out-for-our-logo/>] on their websites. It shows the public that the firm must:

- follow our rules
- keep your money safe
- have professional insurance.

### *Clearer information on price and services*

Law firms must publish prices and more information [<https://www.sra.org.uk/consumers/choosing/price-advice/>] about some commonly used legal services, such as:

- buying a house
- dealing with an estate when someone dies
- employment issues.

This should help people choose which legal service is best for them.

### *Encouraging innovation and technology*

We are working to encourage innovation in the legal sector [<https://www.sra.org.uk/solicitors/resources/sra-innovate/>]. This includes supporting technology that could improve access to legal services for people from all communities.

### *Helping people through Legal Choices*

Legal Choices [<http://www.legalchoices.org.uk/>] is a website that helps people who think they might have a legal problem with next steps and getting the

support they need. Last year, the website attracted more than a million visits, while people watched Legal Choices videos more than a million times on Facebook, YouTube and elsewhere.

## *How we can help you*

Talk to us [<https://www.sra.org.uk/contactus>] if you think a solicitor has:

- taken or misused money
- acted dishonestly
- suddenly closed down their firm or stopped helping someone
- not met our standards of conduct. [<https://www.sra.org.uk/consumers/who-we-are/sra-regulate/>]

The Legal Ombudsman [<http://www.legalombudsman.org.uk>] is also available if someone is unhappy about the work their solicitor did for them or their bill.

Notes

All figures from 1 November 2019 to 31 October 2020