

## **Who we are and what we do**

Updated 1 June 2022

### **What we do**

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practising s



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**



52

solicitors struck  
off at SDT

## **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**

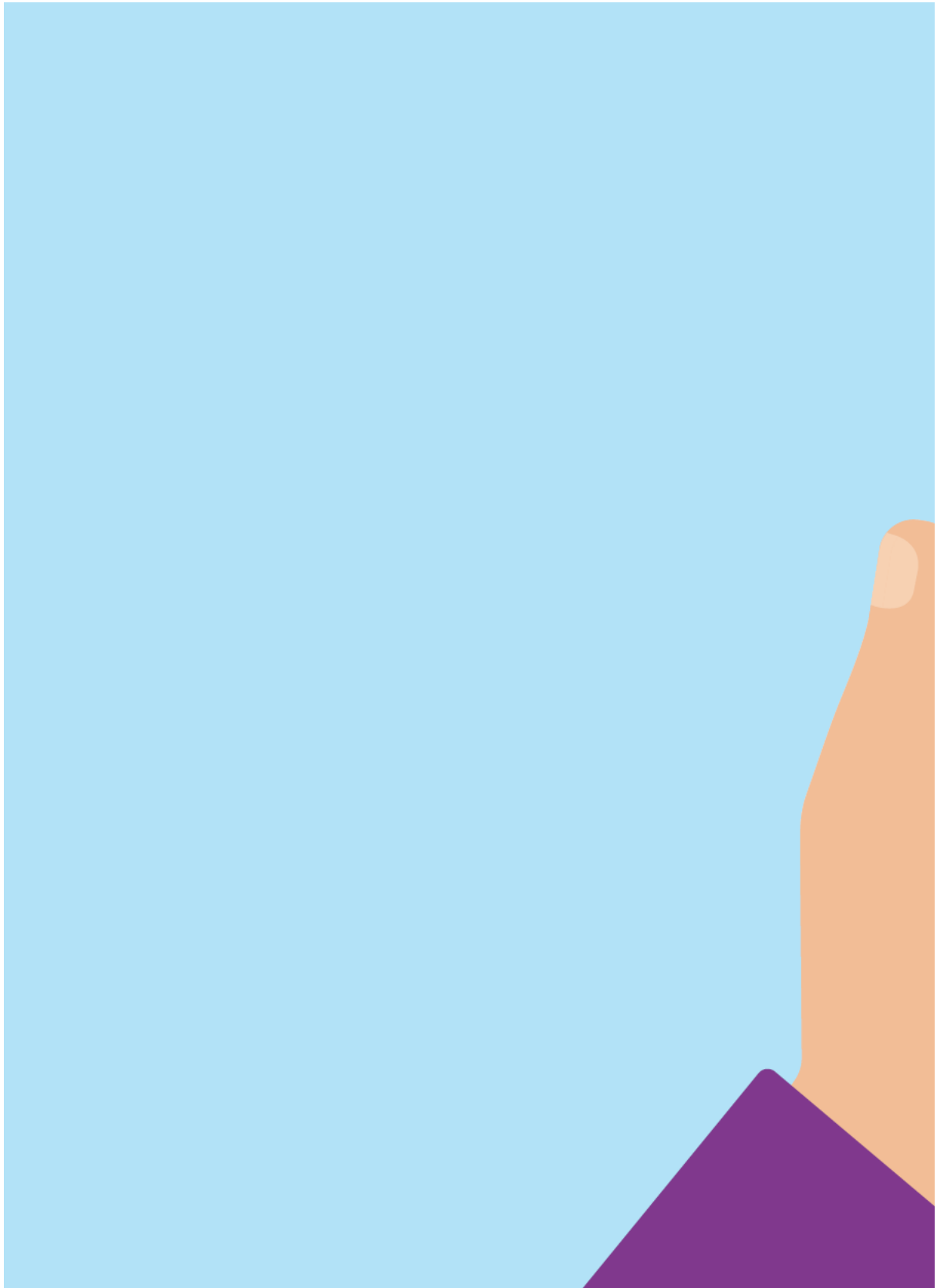
We can fine solicitors and firms and set limits on what work they can do.

## **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://higher-rights.sra.org.uk/consumers/problems/claim-papers/) (<https://higher-rights.sra.org.uk/consumers/problems/claim-papers/>).

## **Opening up legal services**

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

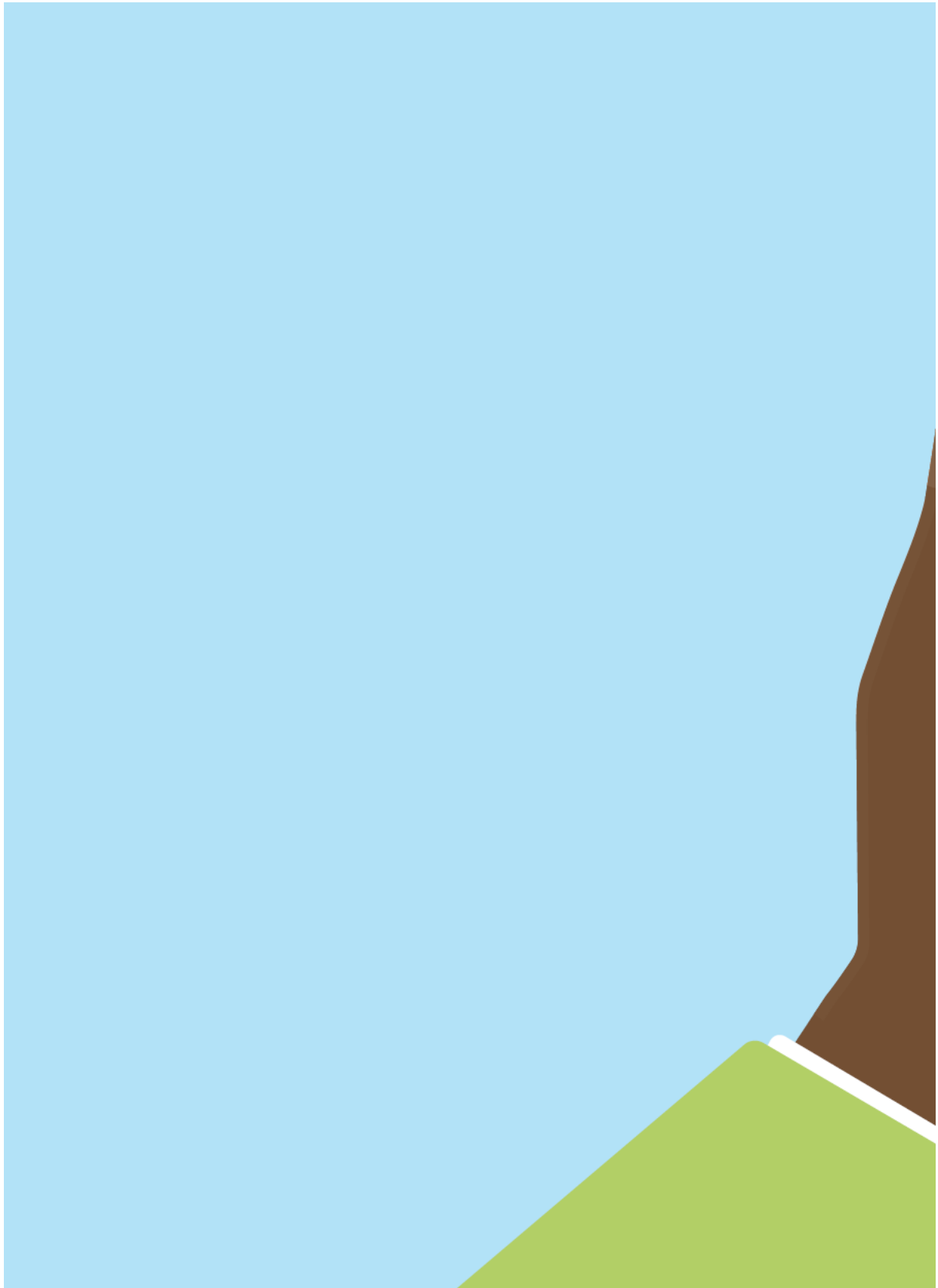


The [Solicitors Register](https://higher-rights.sra.org.uk/consumers/register/) [https://higher-rights.sra.org.uk/consumers/register/] allows you to check:

- 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://higher-rights.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://higher-rights.sra.org.uk/consumers/choosing/price-advice/) [https://higher-rights.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.

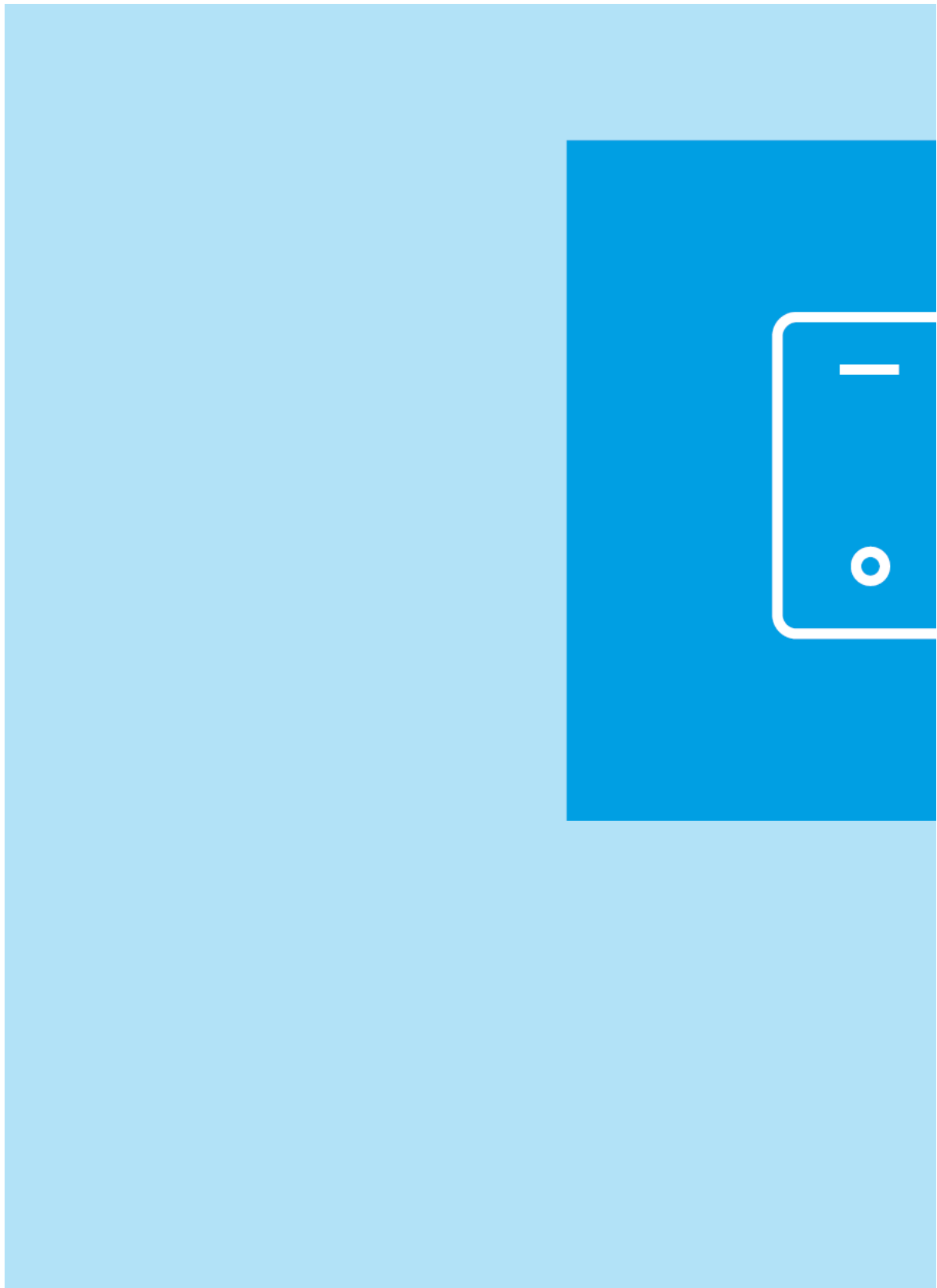
### **Encouraging innovation and technology**

We are working to [encourage innovation in the legal sector](https://higher-rights.sra.org.uk/solicitors/resources-archived/sra-innovate/) [https://higher-rights.sra.org.uk/solicitors/resources-archived/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/) [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://higher-rights.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://higher-rights.sra.org.uk/consumers/who-we-are/sra-regulate/>)



The [Legal Ombudsman](http://www.legalombudsman.org.uk) [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