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To help you understand your obligations under our Transparency Rules.

Publishing complaints procedure - Guidance [\[https://higher-rights.sra.org.uk/solicitors/guidance/publishing-complaints-procedure/\]](https://higher-rights.sra.org.uk/solicitors/guidance/publishing-complaints-procedure/)

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

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

Drafting and preparation of wills - Guidance [\https://higher-



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

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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

[\[https://higher-rights.sra.org.uk/solicitors/guidance/incapacitated-persons/\]](https://higher-rights.sra.org.uk/solicitors/guidance/incapacitated-persons/)

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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

[\[https://higher-rights.sra.org.uk/solicitors/guidance/complaints-solicitors-working-outside-sra-regulated-firms/\]](https://higher-rights.sra.org.uk/solicitors/guidance/complaints-solicitors-working-outside-sra-regulated-firms/)

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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 [\[https://higher-rights.sra.org.uk/solicitors/guidance/client-care-letters/\]](https://higher-rights.sra.org.uk/solicitors/guidance/client-care-letters/)

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

SRA Transparency Rules - Case studies

[\[https://higher-rights.sra.org.uk/solicitors/guidance/transparency-rules/\]](https://higher-rights.sra.org.uk/solicitors/guidance/transparency-rules/)

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

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