



## Search guidance - results

### Client care

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30 September 2024

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/]

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

### **[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/)

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://higher-rights.sra.org.uk/solicitors/guidance/incapacitated-persons/)**

[<https://higher-rights.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://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/>]

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://higher-rights.sra.org.uk/solicitors/guidance/client-care-letters/)** [<https://higher-rights.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://higher-rights.sra.org.uk/solicitors/guidance/transparency-rules/)**

[<https://higher-rights.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.

## Filter results

### Search within Client Care

### Filter by type

- Guidance
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### Filter by audience

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