

Solicitors
Regulation
Authority

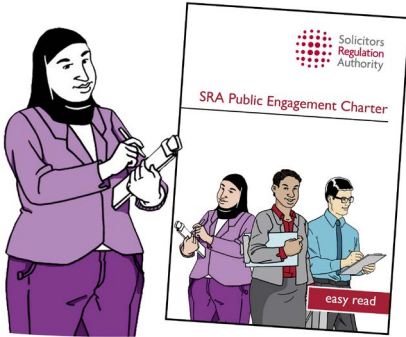
SRA Public Engagement Charter



easy read

What can you expect from us?

This booklet is our Public Engagement Charter and it says what you can expect from us.



This booklet explains how we will work with you and listen to your views or worries.



We aim to treat everyone fairly and equally, making sure we understand your needs.

Who we are and what we do



We are the regulator of solicitors and most law firms in England and Wales.

Who we are and what we do (continued)



This means we:

- work to make sure solicitors follow our rules and meet our high standards



- work to make legal services easier and cheaper to use.



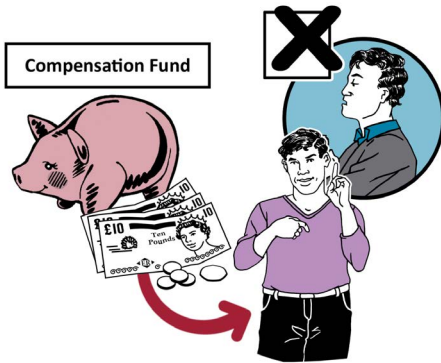
- protect people when they use a solicitor or law firm.



We protect people by:

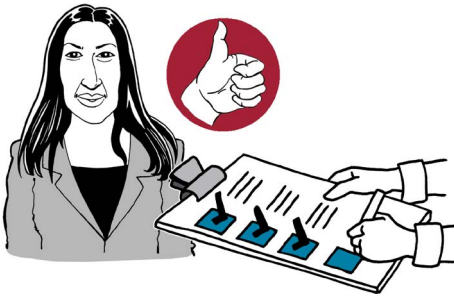
- stepping in when things go wrong with a solicitor or firm

Who we are and what we do (continued)

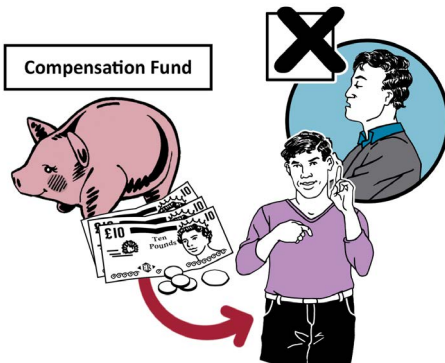


- compensating people who have lost money in certain situations.

You can:



- check whether a solicitor or firm is regulated by us, to help you make the right choice when using legal services



- apply to our Compensation Fund if you have lost money because of a solicitor



- find information about scams where people have pretended to be a solicitor

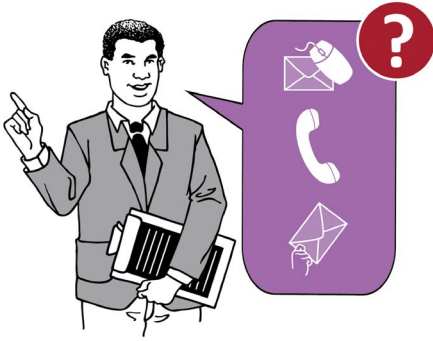


- tell us your views about any changes we are thinking of making.

We will be as inclusive as possible by:



- providing easy to read information in plain English



- giving you different ways to contact us.

We will be open and accountable about:



- what we can do for you



- what you can expect from us



- how we decide disciplinary and policy decisions



- what to do if you are not happy with how we have worked with you or any decision we have made.

Our aims

1. To provide you with high quality customer service whenever you get in touch with us.



We will:

- listen to you



- be professional and polite



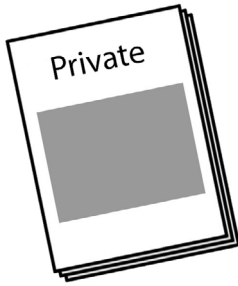
- get back to you when we say we will



- be fair and treat everyone equally



- respond to what you need, making sure our services are accessible

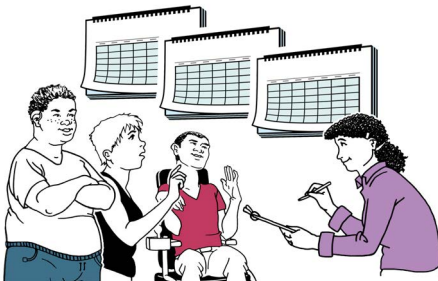


- look after your data and keep your information private.

2. When we consult on changes that could affect you, we will:



- let you know why there might be changes, how they might affect people, and why we are asking for your views



- give people enough time to respond or tell us what they think



- make sure different voices are heard, including those who might find themselves in difficult situations



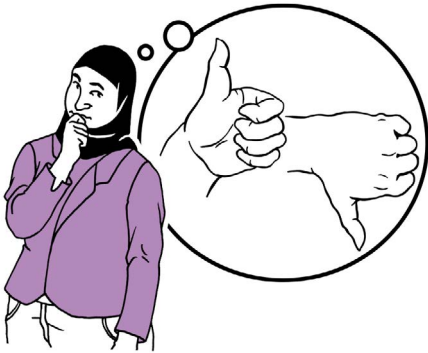
- use different ways to hear these views, both from individuals and through consumer support and advocacy organisations



- let people know how their views have changed our thinking



- listen and think about what people tell us, and change the way we work when this is the right thing to do



- think about what works and what does not, and make sure we act on lessons learnt.

3. Make sure everyone at the SRA, and those we work with, recognise and promote the importance of working this way:

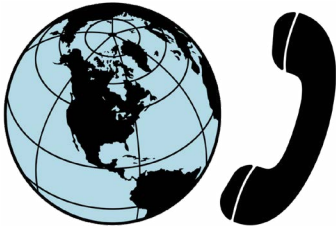


- For further information visit: www.sra.org.uk/charter

Get in touch



UK telephone:
0370 606 2555



International telephone:
+44 (0) 121 329 6800



Website:
www.sra.org.uk

Birmingham
Solicitors Regulation Authority
The Cube, 199 Wharfside Street
Birmingham, B1 1RN

London
Solicitors Regulation Authority
2nd Floor, 24 Martin Lane
London, EC4R 0DR

Calls may be monitored or recorded for quality and training purposes.