MOSEBURY MEDIA

SRA Transparency Rules: a website checklist for law firms

The Solicitors Regulation Authority checks law firm websites and has fined firms that fall short. This checklist covers what your site needs.

What every SRA-authorised firm must show

The requirements below apply to firms authorised by the SRA. Different publication requirements apply to individual solicitors who practise outside an authorised firm, such as freelance solicitors and solicitors working in businesses the SRA does not regulate, so check which rules apply to you.

- Your SRA number, displayed in a prominent place.
- The SRA digital badge, which links to the regulator's record for your firm.
- Your complaints procedure, including how and when a client can complain to the Legal Ombudsman and to the SRA.

Price and service information

The SRA Transparency Rules require firms to publish price and service information if they advertise certain services. These include residential conveyancing, uncontested probate, some immigration work, summary motoring offences, and employment tribunal claims for unfair or wrongful dismissal, along with debt recovery and licensing work for businesses.

For each of these services you should explain the total cost or the basis of your charges, what is included, likely disbursements, whether VAT applies, the key stages and typical timescales, and the experience and qualifications of the people who do the work.

Where firms commonly go wrong

- The price page is hard to find or sits several clicks from the home page.
- Prices are shown without saying whether VAT is included.
- The complaints page does not mention the Legal Ombudsman.
- The digital badge is missing or does not work.

How we handle it

We build the required information into the structure of every law firm website so that it is clear, easy to find and simple to keep current.

This checklist is a summary. Please read the rules and guidance on the SRA website for the full requirements.

Checklist

- ☐ Our SRA number is displayed prominently
- ☐ The SRA digital badge is on the site and works
- ☐ Our complaints procedure mentions the Legal Ombudsman
- ☐ Price information is published for the services that require it
- ☐ Prices state whether VAT is included

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