

Digital comparison tools for legal services: Participation in the voluntary code

30 September 2024

Legal service regulators for England and Wales offer a voluntary code that we encourage operators of digital comparison tools to participate in. In order to join the code, you must make an application to us.

The regulators operating the code are:

- CILEx Regulation
- Council for Licensed Conveyancers
- Solicitors regulation Authority

Digital comparison tools (DCTs) are important gateways for the public to compare, contact and choose legal service providers, and to access the legal advice and representation they may need during different stages of life.

Our voluntary code describes good-practice standards that we think are important to providing good experiences for consumers when they use a digital comparison tool for legal services. We also think that the code helps to increase public trust and confidence to use digital tools safely, and a legitimate entry point into the legal services market.

Digital tool providers who participate in the voluntary code will have access to a number of benefits, including:

- being listed and promoted as a participant on regulator websites
- being part of other promotional activities that may be undertaken by legal service regulators, with the public and legal service providers
- opportunities to raise awareness of their platforms with legal service providers
- ongoing engagement with legal service regulators.

Applying to participate in the voluntary code

If you are interested in participating in the voluntary code **complete and submit the form below to us.**

We will review your application. We may request further information from you, which may include arranging a meeting to discuss your application.

The regulators will acknowledge your application on receipt, and aim to provide decision within 30 days of receipt.

If a DCT provider is found to have made false declarations or included other misleading information in an application, it is likely they will be considered ineligible for participation in the voluntary code.

[Apply now to participate in the voluntary code](https://form.sra.org.uk/s3/comparison-website-form)
[<https://form.sra.org.uk/s3/comparison-website-form>]

Ongoing participation

If successful, the DCT will be added as a signatory to the voluntary code of conduct. Only when we have approved an application, can a DCT reference their involvement in the code and we will provide more information about how you access the benefits described above.

The legal service regulators may periodically review the participation of any DCT in the voluntary code and may request information from a DCT as part of that process. We may subsequently decide to suspend or remove a DCT from participation in the voluntary code, and the named person for the DCT will be informed of that decision.

DCT operators may at any point cease their participation in the voluntary code by notifying the legal service regulators of their intention.

Questions about the code

[Email us](https://upgrade.sra.org.uk/contactus/1) [<https://upgrade.sra.org.uk/contactus/1>] questions or requests for further information about the voluntary code.