



## Search guidance - results

### Client care

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### **Transparency in price and service - Guidance**

[\[https://upgrade.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/\]](https://upgrade.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/)

30 September 2024

To help you understand your obligations under our Transparency Rules.

### **Publishing complaints procedure - Guidance**

[\[https://upgrade.sra.org.uk/solicitors/guidance/publishing-complaints-procedure/\]](https://upgrade.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**

[\[https://upgrade.sra.org.uk/solicitors/guidance/accepting-instructions-vulnerable-clients/\]](https://upgrade.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**



[\[https://upgrade.sra.org.uk/solicitors/guidance/drafting-preparation-wills/\]](https://upgrade.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**

[\[https://upgrade.sra.org.uk/solicitors/guidance/incapacitated-persons/\]](https://upgrade.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**

[\[https://upgrade.sra.org.uk/solicitors/guidance/complaints-solicitors-working-outside-sra-regulated-firms/\]](https://upgrade.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**

[\[https://upgrade.sra.org.uk/solicitors/guidance/client-care-letters/\]](https://upgrade.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**

[\[https://upgrade.sra.org.uk/solicitors/guidance/transparency-rules/\]](https://upgrade.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
- ☐ Case study

### Filter by year published

- ☐ 2022
- ☐ 2019
- ☐ 2018
- ☐ 2017
- ☐ 2014

### Filter by audience

- ☐ Solicitors
- ☐ Other lawyers
- ☐ Non-lawyers

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