

Transparency Rules checklist

WHAT YOU MUST DO	
Information publication	✓
Publish all the required information (price, service, complaints and redress, and regulation) on, or via a link from, the homepage of your website	
Publish information: <ul style="list-style-type: none"> • prominently: in a way that stands out so as to be easily seen; noticeably or conspicuously • clear and accessible: in a clear font and at least font size 11 	<ul style="list-style-type: none"> • . • .
No website - have a "Consumer Information Leaflet" with the required information: <ol style="list-style-type: none"> a) readily available for consumers on request and b) provide a copy to CRL? 	
Price information	
State the: <ul style="list-style-type: none"> • total price of the legal services you offer • basis of fee calculation, for example, fixed fee or hourly rate • price of all disbursements and other costs payable (and explain them) • amount of VAT payable on your costs and each disbursement / other cost • services that are included in the published total price, and services that might reasonably be expected to be included but are not 	<ul style="list-style-type: none"> • . • . • . • . • .
Explain the circumstances clients may have to make payments themselves (including from damages), if conditional fee or damages-based agreements are available	
A quote generator must not require consumers to contact you or an intermediary	
Service information	
Provide: <ul style="list-style-type: none"> • a description of the legal services you provide • the key stages of the legal services • typical timescales for each stage of the legal services with factors which might affect these 	<ul style="list-style-type: none"> • . • . • .
The mix of staff that deliver the services	
Complaints and redress information	
Publish details of: <ul style="list-style-type: none"> • your free complaints handling procedure • when a complaint can be referred to the Legal Ombudsman (including how to complain timescales and up to date contact details) • when a complaint can be referred to CILEx Regulation with contact details 	<ul style="list-style-type: none"> • . • . • .
Publish a link to the Legal Ombudsman decision data website page (here as at September 2024)	

Regulatory information	
State: <ul style="list-style-type: none"> • you are required to have PII which covers all legal services provided by your firm and make clear which legal services are covered by your PII • which legal services you are authorised to provide • which of the legal services you provide are covered by CILEx Regulation's Compensation Arrangements and which are not covered 	<ul style="list-style-type: none"> • . • . • .
Display on your website Homepage: <ul style="list-style-type: none"> • wording: "Authorised by CILEx Regulation for...." followed by your authorised area(s) of law and your Authorisation number • CILEx Regulation digital logo for the your authorised area(s) of law 	<ul style="list-style-type: none"> • . • .
Display on letter headed paper and emails the wording: "Authorised by CILEx Regulation for..." followed by your authorised area(s) of law and your Authorisation number	
Display your contact details	
YOU ARE ENCOURAGED TO	
state what services can be purchased at an extra cost, if applicable	
<ul style="list-style-type: none"> • use plain language • avoid legal jargon - if s not possible, explain in plain language 	
if you provide a quote generator comply with data protection legislation for handling consumer data	
link to reliable third-party websites, such as HMRC SDLT calculator, Home Office fees on GOV.UK so consumers can find information for their personal circumstances	
provide information about the mix of staff carrying out work and their qualifications?	
explain how you deliver your services (in person, email, updates)	
publish client reviews or link to a third-party platform that provides these	
ensure your: <ul style="list-style-type: none"> • website is simple to navigate • information is accurate and up to date • links to other websites are working 	<ul style="list-style-type: none"> • . • . • .
HELP PEOPLE VISITING YOUR WEBSITE / LEAFLET CONTENT	
avoid dense text	
use short sentences	
ensure your website / leaflet content is accessible to a wide range of consumers	
schedule regular website / leaflet checks	
provide information in different languages to meet the needs of your usual consumers	
provide information about aspects of your services which makes accessing them easier (opening hours, home visits, hearing loop)	
list key information that consumers could have ready when contacting you	