

## Transparency Rules checklist

<b>WHAT YOU MUST DO</b>	
<b>Information publication</b>	<b>Yes/No</b>
Do you publish all the required information (price, service, complaints and redress and regulation) on the homepage of your website, or via a link from your homepage?	
If you do not have a website, have you ensured that the required information is readily available on request?	
<b>Price information - on your website do you ...</b>	<b>Yes/No</b>
state the total price of the legal services you offer?	
state the basis on which the total price is calculated, for example, fixed fee or hourly rate?	
state the services that are included in the published total price, and services that might reasonably be expected to be included in the published total price but are not?	
state the price of all disbursements payable, together with an explanation of the disbursements?	
state the prices and disbursements on which VAT must be paid and the amount of VAT payable?	
provide an explanation of the circumstances in which clients may have to make payments themselves (including from any damages), if conditional fee or damages-based agreements are available?	
ensure that a quote is generated without a person having to have further contact with you or an intermediary, if you have a quote generator?	
<b>Service information - on your website do you ...</b>	<b>Yes/No</b>
provide a description of the legal services you provide?	
provide the key stages of the legal services?	
provide typical timescales for each stage of the legal services with factors which might affect these?	
<b>Complaints and redress information - on your website do you ...</b>	<b>Yes/No</b>
display details which explain your free complaints handling procedure?	
display details of when a complaint can be referred to the Legal Ombudsman (LeO) including: how to complain to the LeO, timescales and up to date contact details for the LeO?	
display details of when a complaint can be referred to CILEx Regulation with contact details?	
<b>Regulatory information - on your website do you ...</b>	<b>Yes/No</b>

state that 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?	
state which legal services you are authorised to provide?	
state which of the legal services you provide are covered by CILEx Regulation's Compensation Arrangements?	
state which of the legal services you provide are not covered by CILEx Regulation's Compensation Arrangements?	
display the wording "Authorised by CILEx Regulation for...." Followed by the area of law in which you have been granted authorisation and your Authorisation number on the homepage?	
display the CILEx Regulation digital logo for the area(s) in which you are authorised to conduct legal services on the homepage?	
your letter headed paper and emails display the wording "Authorised by CILEx Regulation for..." followed by the area of law in which you have been granted authorisation and your authorisation number?	
display your contact details?	
<b>WHAT WE WOULD ENCOURAGE YOU TO DO</b>	
<b>Do you ....</b>	<b>Yes/No</b>
state what services can be purchased at an extra cost, if applicable?	
provide the required information in a format that is clear and easy for consumers to find, understand and engage with?	
use plain language and avoid legal jargon where possible, and if this is not possible, provide a plain language explanation?	
comply with data protection legislation if you provide a quote generator and handle consumer data?	
link to reliable third-party websites, such as HMRC SDLT calculator, so consumers can find information for their personal circumstances?	
provide information about the mix of staff carrying out work and their qualifications?	
set out details of how you deliver your services (in person, email, updates)?	
publish client reviews or link to a third-party platform that provides these?	
provide required information (price, service, complaints and redress and regulation) for the legal services you offer in addition to those set out in Annex A to the Transparency Rules.	
consider the questions at Annex B of the Transparency Guidance if you provide a quote generator?	
use an accessible font size?	
ensure your website is simple to navigate?	
ensure information is accurate and up to date?	

ensure the links to other websites are working?	
display information about the Legal Choices website and a link to it?	
<b>WHAT HELPS THE CONSUMER</b>	
<b>Do you....</b>	<b>Yes/No</b>
avoid dense text?	
use short sentences?	
ensure your website is accessible to a wide range of consumers?	
schedule regular checks and fixes to: ensure information is up to date; and links to other websites?	
provide information in different languages to meet the needs of the people you carry out work for?	
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?	