

## CONSUMER ENGAGEMENT STRATEGY 2017

### Introduction

1. CILEx Regulation is committed to instilling confidence and upholding standards in the regulation of legal services provided by the individuals and firms we regulate. We will do this by maintaining and developing risk based regulation to promote and secure proper standards of conduct and behaviour among those we regulate, in order to ensure that consumers receive good service and the rule of law is upheld.
2. Our regulatory activities are driven by our commitment to putting the public and consumer interest at the heart of our thinking. We will engage appropriately with consumers and stakeholders. We will use consumer information and intelligence to better understand the needs of consumers. In developing our regulatory model we will aim to ensure that consumers receive quality legal services through proportionate risk based regulation.
3. Our consumer strategy sets out the principles and objectives we will follow in this work. Our strategy will be delivered through an action plan which we will update annually to take account of any changes to our operational remit or the regulatory framework.

### Principles

4. The following objectives, set out in the Legal Services Act 2007, will inform our strategy.
  - protecting and promoting the public interest;
  - improving access to justice;
  - protecting and promoting the interests of consumers; and
  - increasing public understanding of the citizen's legal rights and duties.
5. In order to be able to regulate effectively we must understand the needs and requirements of the diverse range of consumers of legal services; including vulnerable consumers, taking into account the dynamics of vulnerability. We will proactively seek out this information to identify consumers' concerns, needs for information and their views on our regulation, so that we can respond and regulate accordingly.
6. We will work with the Legal Services Board (LSB), Legal Services Consumer Panel (LSCP), other legal regulators and stakeholders to ensure that we continue to put the consumer and public interest at the heart of what we do. We will take account of research and work under way elsewhere so that we avoid duplication but complement the work of the LSB, LSCP and other legal regulators where desirable and practicable. We will work with the LSB, other

legal regulators and stakeholders to share best practice, undertake research and raise consumer confidence and satisfaction in the provision of legal services.

7. Our consumer engagement will make use of existing channels of communication wherever practicable and aim to encourage a dialogue with consumers, legal regulators and stakeholders, providing feedback as appropriate. Our consumer work programme will seek to achieve the following objectives:

## **Objectives**

1. To engage proactively with consumers of legal services and other stakeholders; and use the information gained to inform evidence based policy development.
2. To continue to build consumer information and intelligence from research and other sources to inform the development of evidence based policy.
3. To provide information in plain and accessible language to help consumers make decisions about legal services, understand the standards they can expect and how to complain if necessary.
4. To explore steps we can take to improve transparency of regulatory information consumers need in order to navigate the legal services market.
5. To consult consumers and other stakeholders about our regulation of legal services, and take account of their views in the development of our organisation.
6. To consider what measures we can take and what actions we can promote in those we regulate to support improvement in transparency of decision making information about legal services for consumers to support access to services.
7. To raise consumer awareness across our organisation and enhance consideration of the consumer perspective in our regulatory work.