

Values

Updated 17 February 2023



We regulate all solicitors and most law firms in England and Wales.

We protect and help the public by making sure:

- solicitors and law firms meet our high standards
- we take action against solicitors who don't follow our rules - for instance, by taking someone's money or acting dishonestly
- people can get their documents and money back, if, for example, a law firm shuts down suddenly.

Our four key values underpin everything we do:

Proactive

We think ahead and take action to help us to help others.

Inclusive

We treat people fairly, valuing differences and respecting everyone as individuals.

Accountable

We take ownership for delivering our work.

Customer focused

We put our customers at the heart of everything we do, working to understand and respond to their needs.