

Our consumer protection review: have your say

19 February 2024

We have launched a review of our overall approach to protecting consumers when they use a regulated law firm.

This is in response to significant changes we are seeing in the legal landscape and its associated risks. We have seen a large increase in the number of firms we have had to step-in and close down to protect clients – twice as many last year compared to the year before.

In this webinar, we will explain more about why we are doing this review and its aims.





[Download slides as PPT \(PPTX 9 pages, 184KB\)](https://beta.sra.org.uk/globalassets/documents/sra/news/events/2024/protecting-the-public-our-consumer-protection-review.pptx)

[<https://beta.sra.org.uk/globalassets/documents/sra/news/events/2024/protecting-the-public-our-consumer-protection-review.pptx>]

[Download slides as PDF \(PDF 9 pages, 245KB\)](https://beta.sra.org.uk/globalassets/documents/sra/news/events/2024/protecting-the-public-our-consumer-protection-review.pdf)

[<https://beta.sra.org.uk/globalassets/documents/sra/news/events/2024/protecting-the-public-our-consumer-protection-review.pdf>]

Resources

- [Protecting the public: our consumer protection review](https://beta.sra.org.uk/sra/consultations/discussion-papers/consumer-protection-review/)
[<https://beta.sra.org.uk/sra/consultations/discussion-papers/consumer-protection-review/>]
- [Consumer protection review](https://beta.sra.org.uk/home/hot-topics/consumer-protection-review/) [<https://beta.sra.org.uk/home/hot-topics/consumer-protection-review/>]