

# Values

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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.