



The
Specialist
Property
Law
Regulator

Helping consumers choose their lawyer

Four: Channels

Background



- Competition and Markets Authority
 - 2016 Legal Services Market Study
 - 2017 Digital Comparison Tools Market Study
- Recommendations to improve information that supports consumer choice

Strands



1. Quality of service
2. Features of service
3. Price of service
4. **Channels - Making information accessible and comparable**

Channels



1. Legal Choices
2. Firms' websites and marketing
3. Digital comparison tools (DCT)
4. CLC website and online register

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1. Legal Choices



- Run by frontline regulators
- Consumer-facing
- Helping consumers choose and use a lawyer

2. Firms' websites and marketing



- Features of service provided
- Indicators of quality of service
- Price information

3. Digital Comparison Tools



- Service features
- Quality
- Price
- Other information?

4. CLC Website and Register

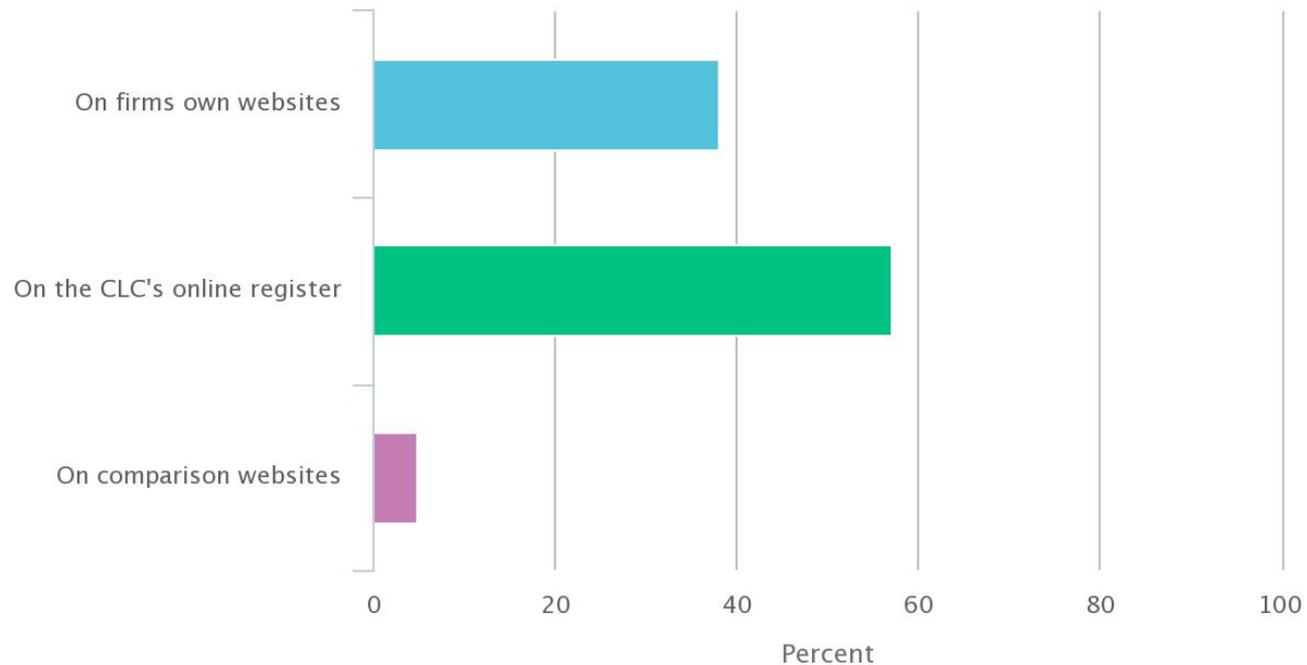


- Regulatory status (secure badge scheme for firms)
- Disciplinary information
- Complaints information?
- Quality rating?

Earlier webinar poll



If you said yes, where is the best place to publish complaints data?



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