



LEGAL SERVICES
BOARD

OECD online workshop

19 November 2021

Four observations

- Importance of national competition authorities
- The Legal Services Act is a journey which continues
- Independent regulation and competition
- Law is more than a market

Choosing legal businesses

Shopping Around



Source: Legal Services Consumer Panel, Annual Tracker Surveys 2012-2021

51%

Find it easy to find information on the quality of services

5%

Used price comparison or customer review website

What quality means to consumers



Outcomes

Good track record,
they win,
they sort
your issue



Technical skills and knowledge

'Specialist',
qualified,
'knows
their job'



Values

Honest, reliable,
trustworthy,
professional



Customer experience

Good rapport,
understanding,
responsiveness

Pulling different levers

- Setting expectations of regulators using our statutory powers
- Making more information about the quality of legal services available
- Pilots with law firms and comparison websites
- Using technology to allow consumers to check for complaints and disciplinary information in one place
- Considering the case for a centralised database of regulatory information accessible by consumers and third parties