

## Q&A for high-volume claims declaration

25 September 2025

We have recently contacted Compliance Officers for Legal Practice (COLPs) at firms providing high-volume consumer claims services. We require the managing partner, CEO or equivalent at firms working in this sector to complete a mandatory declaration confirming that they are compliant with our Standards and Regulations.

We have sent a link for the managing partner, CEO or equivalent to complete the declaration online. Firms that received the declaration on 22 August 2025 must respond by 3 October 2025. Firms that received the declaration on 25 September 2025 must respond by 7 November 2025. Below is some guidance for firms completing the declaration.

[Open all \[#\]](#)

### **Why are we requesting this information?**

Our purpose is to protect consumers, and to maintain public trust and confidence in the provision of legal services. We do this by seeking to pre-empt risk and by acting when risks are identified. This declaration is intended to serve this objective.

We have concerns that some firms in the high-volume consumer claims sector are falling short of the standards we and the public expect of them. Our concerns are detailed in our [thematic review](https://qltt.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/) [\[https://qltt.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/\]](https://qltt.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/). As a result, we are seeking compliance declarations from all firms in this sector. Firms who are not compliant will need to confirm the urgent action being taken to bring their firm into compliance.

### **What will we do with the declarations?**

We will assess all declarations provided to us. We may carry out further follow-up work with firms to verify their declarations. This may include further dialogue via correspondence, or a request for more information on specific areas, onsite inspections of some firms, and could also include referral to a formal investigation.

We will use the full range of our regulatory powers where we identify non-compliance with our Standards and Regulations. This is to protect consumers from harm and to maintain trust and confidence in the provision of legal services.

### **How do I know if my firm needs to complete the declaration?**



We emailed the COLPs at firms we identified as working in the high-volume claims sector. Firms may also receive a follow up call or email from our Thematic Team.

### **Is the declaration compulsory?**

Completing the declaration is mandatory. Under Rule 3.3 of the Code of Conduct for Firms, you have a regulatory obligation to ensure that your firm, if asked, provides the information we have requested.

If we do not receive a response by the deadline, we may take disciplinary action or issue your firm with a [fixed financial penalty](https://qltt.sra.org.uk/solicitors/standards-regulations/regulatory-disciplinary-procedure-rules/#rule-111). [\[https://qltt.sra.org.uk/solicitors/standards-regulations/regulatory-disciplinary-procedure-rules/#rule-111\]](https://qltt.sra.org.uk/solicitors/standards-regulations/regulatory-disciplinary-procedure-rules/#rule-111). Firms that received the declaration on 22 August 2025 must respond by 3 October 2025. Firms that received the declaration on 25 September 2025 must respond by 7 November 2025.

### **Who should complete the declaration?**

The firm's managing partner, CEO or equivalent.

You must take reasonable steps to ensure that the information you provide is accurate. If you knowingly or recklessly give information that is false or misleading, or if you fail to tell us about any significant information, we may take disciplinary action.

### **When do I need to submit the declaration by?**

Firms that received the declaration on 22 August 2025 must respond by 3 October 2025.

Firms that received the declaration on 25 September 2025 must respond by 7 November 2025.

### **What information do I need to complete the declaration?**

You will need to provide information about your firm's:

- annual turnover
- types of consumer claims work
- number of legally qualified and non-legally-qualified fee earners
- referral arrangements
- marketing and publicity
- client onboarding arrangements
- litigation funding agreements
- After-the-event insurance
- client care, costs information, and advice.



To help you prepare to complete the declaration, you can view a full version of the questions you will be asked.

- [Main declaration form \(PDF 16 pages, 372KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/high-volume-consumer-claims-mandatory-declaration.pdf)  
[<https://qltt.sra.org.uk/globalassets/documents/sra/high-volume-consumer-claims-mandatory-declaration.pdf>]

Depending on your firm's arrangements, you may be required to complete further information forms:

- [Referrer information form \(PDF 4 pages, 223KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/referrers-information-form-.pdf)  
[<https://qltt.sra.org.uk/globalassets/documents/sra/referrers-information-form-.pdf>]
- [Litigation funder information form \(PDF 4 pages, 205KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/litigation-funders-information-form.pdf)  
[<https://qltt.sra.org.uk/globalassets/documents/sra/litigation-funders-information-form.pdf>]
- [ATE insurance provider information form \(PDF 2 pages, 155KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/ate-insurance-providers-information-form.pdf)  
[<https://qltt.sra.org.uk/globalassets/documents/sra/ate-insurance-providers-information-form.pdf>]
- [Marketer information form \(PDF 3 pages, 196KB\)](https://qltt.sra.org.uk/globalassets/documents/sra/marketers-information-form.pdf)  
[<https://qltt.sra.org.uk/globalassets/documents/sra/marketers-information-form.pdf>]

You must complete the declaration using the online form. The link to the online form has been emailed to selected COLPs.

### **I don't store my firm's information in a way which allows me to answer your questions.**

We understand that firms have different ways of storing information and these may not always align with the questions we ask. You are expected to use your best efforts to answer the questions accurately, as this will improve the quality of our data and our assessment of risk. If this is not possible, though, please give your best estimate.

### **How long will it take to complete the declaration?**

This declaration takes up to two hours to complete if you have all the information to hand. It may take longer if your firm carries out multiple types of consumer claims, and/or has multiple referrers, litigation funders, ATE insurers, and marketers.

The declaration requires completion in one sitting to avoid losing the information you have entered.

If you have any issues, please contact the [Thematic Team](https://qltt.sra.org.uk/contactus)  
[<https://qltt.sra.org.uk/contactus>].

### **Can I have a copy of my declaration responses?**

Once you have completed and submitted your declaration, you will receive an email attaching a PDF copy of your responses.



Please ensure that the email address you provide is correct.

**My firm has already responded to a survey about our high-volume consumer claims work. Do I have still to fill out the declaration?**

We require all firms working in the high-volume consumer claims sector to provide a declaration, including those who previously responded to any surveys about their consumer claims work in 2024.

**My firm does not carry out consumer claims work for individual consumers. Do I still have to fill out the declaration?**

Yes. Please confirm on the declaration that you do not carry out any consumer claims work for individual consumers.

Please contact the [Thematic Team](https://qltt.sra.org.uk/contactus) [https://qltt.sra.org.uk/contactus] if you have any further queries.

**Why has my firm not received a request to complete the declaration?**

We are taking a staged approach to asking firms to complete the declaration and so you may receive a request from us at a later date. We will contact your firm directly if we need you to complete the declaration. If you have not received a direct request from us to complete the declaration then you do not need to take any action.

**Is this the same exercise as practising certificate renewal?**

No, this is a separate exercise which asks different questions. You will still need to submit your usual practising certificate renewal data in October 2025.

**I have submitted a declaration, but it contains an error. How can I correct it?**

Please contact the [Thematic Team](https://qltt.sra.org.uk/contactus) [https://qltt.sra.org.uk/contactus] to inform us that you have submitted an incorrect declaration.

Please then submit a new declaration online with the correct information.

**What can I do if I require reasonable adjustments?**

Please contact the [Thematic Team](https://qltt.sra.org.uk/contactus) [https://qltt.sra.org.uk/contactus] to confirm what reasonable adjustments you require.



## **My firm has already been visited as part of the high-volume consumer claims thematic review. Do I still have to fill out the declaration?**

We require all firms working in the high-volume consumer claims sector to provide a declaration, including those that were visited as part of our thematic review in 2024. Please complete the declaration with your firm's most up to date information.

## **My firm carries out consumer claims work, but not at high-volume. Do I still have to fill out the declaration?**

For the purposes of the declaration, there is no minimum volume of consumer claims. We require firms that have carried out any consumer claims work within the last 12 months to complete the declaration, no matter the volume of claims. As part of the declaration, you will be asked to confirm the number of open and closed consumer claims matters your firm has acted on.

## **How we will handle your data**

The information gathered as part of this process will be used in the discharge of our regulatory obligations.

We recognise that much of the information you will give us is confidential and commercially sensitive. We will treat this information accordingly. Read more detail on [how we handle information](https://qltt.sra.org.uk/sra/how-we-work/privacy-data-information/privacy-notice/) [https://qltt.sra.org.uk/sra/how-we-work/privacy-data-information/privacy-notice/].

## **Supporting information**

Read more about our concerns in our [thematic review](https://qltt.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/) [https://qltt.sra.org.uk/sra/research-publications/high-volume-consumer-claims-thematic-review/], into high volume consumer claims.

Read more about our wider work on [high volume claims](https://qltt.sra.org.uk/home/hot-topics/high-volume-consumer-claims/) [https://qltt.sra.org.uk/home/hot-topics/high-volume-consumer-claims/], where you will also find links to our key rules and guidance relevant to this area.

## **Get in touch**

There is guidance provided throughout the declaration online. However, if you have any queries, please contact our [Thematic Team](https://qltt.sra.org.uk/contactus/) [https://qltt.sra.org.uk/contactus/].

For any other queries, please contact our [Professional Ethics team](https://qltt.sra.org.uk/contactus/) [https://qltt.sra.org.uk/contactus/].

## **Important notice**

This document has been issued to contribute to a sector-wide understanding of our commitment to consumer protection and the maintaining of professional standards. It is provided for information only and does not constitute formal Guidance.