

For immediate release, 13 January 2015

Consumer Panel urges CMA market study to focus on transparency in price and quality

The Legal Services Consumer Panel has welcomed today's decision by the Competition and Markets Authority (CMA) to launch a full market study into legal services in England and Wales.

Elisabeth Davies, Consumer Panel Chair, said:

"We are keen to see effective competition in the legal services market, to ensure that it produces good outcomes for consumers. This cannot be achieved without consumer engagement and participation. More needs to be done to empower consumers and encourage them to participate by providing improved information on price and quality - key choice factors.

And as greater numbers participate, we need the assurance that if something goes wrong, consumers are able to seek fair, reliable redress – and have confidence that this process drives improvement in the legal services market."

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For more information, contact Stephanie Chapman, Consumer Panel Associate, on 020 7271 0076.

Notes to editors

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.
2. The Tracker Survey is a longitudinal survey. For the last five years the Panel has commissioned YouGov to conduct an annual survey in two parts: a nationally representative sample (2015: 1,794 adults) and a sample of people who have used legal services in the last two years (2015: 1,067 adults). Booster samples were obtained for Wales and BME groups. The briefings and data sets can be found [here](#).