

Transition Law

Professional Code of Conduct and Ethics

Version 1.0 — October 2026

1. Introduction and Purpose

1.1 Transition Law is an independent paralegal law practice committed to maintaining high standards of professional competence, integrity, independence and client care.

1.2 We voluntarily adopt this Professional Code of Conduct and Ethics (“the Code”) as the standard governing our professional activities and dealings with clients, professional colleagues and the public.

1.3 This Code is an undertaking by Transition Law itself. It does not imply membership of, accreditation by, or regulation through any external professional organisation.

1.4 The Code applies to the partners and to any person undertaking professional work on behalf of Transition Law, insofar as relevant to their responsibilities.

1.5 We recognise that professional standards must be demonstrated through conduct and practice, not merely through statements of principle.

2. Integrity and Professional Conduct

2.1 We will conduct our professional activities honestly, fairly, courteously and with integrity.

2.2 We will accurately represent our qualifications, experience, professional status and the services we are entitled and competent to provide.

2.3 We will not knowingly make misleading statements about our professional standing, regulatory status or the nature of our services.

2.4 We will act in good faith in our dealings with clients, professional colleagues, public authorities and other organisations.

2.5 We will conduct ourselves in a manner that maintains public confidence in the provision of legal services.

3. Professional Competence

3.1 We will undertake professional work only where we possess the necessary knowledge, qualifications, experience and resources to provide the service competently.

3.2 We will exercise reasonable care, skill and diligence in the performance of our professional duties.

3.3 Where a matter falls outside our professional competence or permitted activities, we will explain the position and, where appropriate, recommend that the client obtains assistance from a suitably qualified or authorised practitioner.

3.4 We will maintain our professional knowledge through continuing professional development, legal research and regular review of relevant legislation, regulatory guidance and professional practice.

3.5 We recognise the importance of identifying changes in the law and adapting our advice and working practices accordingly.

4. Professional Status and Legal Boundaries

4.1 Transition Law provides independent paralegal legal services. We are not a firm of solicitors or barristers and are not regulated by the Solicitors Regulation Authority.

4.2 We operate within the boundaries of the Legal Services Act 2007 and other applicable legislation.

4.3 We will not undertake reserved legal activities unless appropriately authorised or otherwise lawfully entitled to do so.

4.4 We will ensure that clients understand the nature of our professional status and do not mistake our services for those of a regulated solicitors' practice.

4.5 Where specialist or reserved legal services are required, we may assist clients in identifying suitable authorised practitioners, without suggesting that their services are provided or regulated by Transition Law unless expressly and lawfully agreed.

5. Independence and Conflicts of Interest

5.1 We will exercise independent professional judgment and will not allow improper influence, personal interests or commercial pressures to compromise our advice.

5.2 We will take reasonable steps to identify actual or potential conflicts of interest before accepting instructions and throughout an engagement.

5.3 Where a conflict arises, we will consider whether it can properly be managed or whether we must decline or discontinue the engagement.

5.4 We will explain material conflicts to affected clients where appropriate and lawful, while protecting confidential information.

5.5 We will not act where a conflict prevents us from providing independent, competent and appropriate professional services.

6. Confidentiality and Data Protection

6.1 We will maintain the confidentiality of information entrusted to us by clients, both during and after the professional relationship.

6.2 Client information will be used or disclosed only where authorised, reasonably necessary for the provision or administration of our services, or required or permitted by law.

6.3 We will maintain appropriate organisational and technical safeguards to protect personal information and confidential material.

6.4 We will comply with applicable data protection and privacy legislation and maintain appropriate privacy information, records and procedures.

6.5 We may use approved secure digital systems and professional technology to support our work, subject to appropriate confidentiality, data protection and professional safeguards.

6.6 Responsibility for our professional advice and decisions remains with Transition Law.

7. Client Care and Communication

7.1 We will treat clients fairly, respectfully and professionally.

7.2 We will explain the nature and scope of our proposed services, the basis of our charges and any material limitations before accepting an engagement.

7.3 We will provide advice that is appropriate to the agreed instructions and explain significant risks, limitations and options where relevant.

7.4 We will communicate clearly and promptly, keep clients reasonably informed of progress and seek clarification where instructions are uncertain.

7.5 We will take reasonable steps to meet agreed deadlines and advise clients promptly where material delays or difficulties arise.

7.6 We will respect clients' decisions while explaining the legal or practical consequences where appropriate.

7.7 We will not guarantee outcomes that depend upon the decisions of courts, regulators, other parties or circumstances outside our control.

8. Fees and Financial Transparency

8.1 We will explain our charging arrangements clearly before undertaking chargeable work.

8.2 We will distinguish between hourly fees, fixed fees, advance payments and any other agreed commercial arrangements.

8.3 Where preferential fees or conditional discounts are offered, the conditions will be communicated before the relevant engagement is agreed.

8.4 We will issue invoices that accurately reflect the agreed charging arrangements and provide reasonable explanations of charges when requested.

8.5 We will not knowingly impose misleading, undisclosed or unfair charges.

9. Accountability, Errors and Complaints

9.1 Transition Law accepts responsibility for the professional services it provides and for maintaining the standards set out in this Code.

9.2 Clients may raise concerns or complaints about our professional conduct, advice, services or charges without fear of disadvantage or additional charge for making a complaint.

9.3 We will investigate complaints fairly, objectively and promptly, provide a reasoned response and, where justified, take appropriate corrective action.

9.4 Where we identify a material professional error or failure, we will address it openly and take reasonable steps to remedy its consequences.

9.5 We will maintain a written complaints procedure and make it available to clients.

9.6 Our complaints arrangements are internal professional accountability measures. They are not independent regulatory oversight and do not replace any legal rights or remedies available to a client.

9.7 Complaints may be directed to office@transitionlaw.com.

10. Professional Indemnity Insurance

10.1 We will maintain professional indemnity insurance appropriate to the nature and scope of the professional services we undertake.

10.2 We will review our insurance arrangements periodically and when material changes occur in the services offered by the practice.

10.3 We will not knowingly undertake work that falls outside our permitted professional activities or represent excluded activities as covered by our insurance.

10.4 We will provide accurate information about our insurance arrangements where reasonably requested, subject to appropriate confidentiality and contractual restrictions.

11. Continuing Professional Development

11.1 We recognise continuing professional development as an essential component of professional competence.

11.2 Each practising legal professional within Transition Law will undertake and record a minimum of **twelve hours of relevant continuing professional development annually**, together with such additional learning as their responsibilities require.

11.3 CPD may include structured training, legal research, professional seminars, analysis of legislation and case law, regulatory guidance, and other relevant learning activities.

11.4 CPD records will identify the activity, date, duration and principal learning outcomes and will be retained in an appropriate permanent format.

11.5 We will review professional development needs periodically, taking account of changes in the law and the nature of the work undertaken.

12. Compliance and Review

12.1 The partners of Transition Law are responsible for implementing and maintaining this Code.

12.2 The Code will be reviewed at least annually and earlier where material legal, regulatory or operational changes make review necessary.

12.3 Any material changes to the Code will be reflected in the published version.

12.4 We will take reasonable steps to ensure that the commitments expressed in this Code are supported by our actual professional procedures and working practices.

12.5 This Code should be read alongside our Terms of Business, Privacy Notice and Complaints Procedure. It does not remove or restrict statutory rights or remedies.

Transition Law

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Adopted voluntarily by Transition Law as its own professional standard.