

Requirement Document for Solicitor Review Platform

1. Introduction

This document outlines the requirements for developing a web-based platform that allows users to search, review, and rate solicitors and law firms in the UK. The platform will be built using **Laravel** and will provide a transparent and user-friendly way for individuals and businesses to find legal services.

3. Scope

The platform will include the following modules:

1. **User Management**
2. **Solicitor/Law Firm Profiles**
3. **Review and Rating System**
4. **Search and Filtering**
5. **Legal Resources**
6. **Admin Panel**
7. **Notifications and Communication**
8. **Security and Privacy**

1.1 User Registration and Login

- **User Registration:**
 - Users can register using their email address or social media accounts (e.g., Google, Facebook).
 - During registration, users must provide:
 - Full name.
 - Email address.
 - Password (with strength validation).
 - Optional: Phone number and location.

- Email verification is required to activate the account.
- **User Login:**
 - Users can log in using their email and password.
 - Implement "Forgot Password" functionality for password recovery.
 - Allow users to log in using social media accounts.

1.2 User Profiles

- **Client Profiles:**
 - Users can create and manage their profiles.
 - Profile information includes:
 - Full name.
 - Profile picture (optional).
 - Contact details (email, phone number).
 - Location.
 - Users can update their profiles at any time.
- **Solicitor/Law Firm Profiles:**
 - Solicitors/law firms can create professional profiles.
 - Profile information includes:
 - Firm name or individual solicitor name.
 - Contact details (email, phone number, address).
 - Areas of expertise .
 - Qualifications and accreditations.
 - Links to their website and social media.
 - Solicitors/law firms can upload documents for verification (e.g., license, certifications).

2. Solicitor/Law Firm Profiles

2.1 Profile Creation

- Solicitors/law firms can create detailed profiles, including:
 - **Basic Information:**
 - Name, contact details, and location.
 - **Areas of Expertise:**
 - A list of legal practice areas (e.g., family law, immigration, personal injury).
 - **Qualifications and Accreditations:**
 - Display certifications, awards, and memberships.
 - **Gallery:**
 - Upload images of the office, team, or certificates.
 - **Links:**
 - Add links to their website, social media, and blog.

2.2 Profile Verification

- Implement a verification process for solicitor/law firm profiles:
 - Admins review uploaded documents (e.g., license, certifications).
 - Verified profiles display a "Verified" badge.

2.3 Profile Management

- Solicitors/law firms can:
 - Update their profile information.
 - Respond to client reviews.
 - Add or remove areas of expertise.
 - Upload new documents for verification.

3. Review and Rating System

3.1 Leave a Review

- Users can leave reviews for solicitors/law firms, including:
 - **Star Rating:** 1–5 stars.
 - **Written Feedback:** A detailed review of their experience.
 - **Optional Anonymity:** Users can choose to submit reviews anonymously.
- Reviews can only be submitted by registered users.

3.2 Review Moderation

- Admins can moderate reviews to ensure they meet platform guidelines.
- Implement automated filters to flag inappropriate language or fake reviews.
- Users can report reviews that violate guidelines.

3.3 Review Display

- Reviews are displayed on solicitor/law firm profiles.
- Users can sort reviews by:
 - Date (newest first).
 - Rating (highest or lowest).
 - Relevance (based on keywords).

3.4 Review Responses

- Solicitors/law firms can respond to reviews publicly.
 - Responses are displayed below the corresponding review.
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4. Search and Filtering

4.1 Search Functionality

- Users can search for solicitors/law firms by:
 - Name.
 - Location (city, postcode).
 - Practice area (e.g., family law, immigration).

4.2 Advanced Filters

- Users can filter search results by:
 - **Rating:** Show only solicitors/law firms with 4 stars and above.
 - **Practice Area:** Filter by specific legal services.
 - **Distance:** Show results within a specific radius (e.g., 10 miles).
 - **Availability:** Filter by solicitors/law firms offering online consultations.

4.3 Sorting Options

- Users can sort search results by:
 - Rating (highest to lowest).
 - Proximity (nearest first).
 - Number of reviews (most reviewed first).
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5. Legal Resources

5.1 Informational Content

- Provide articles, guides, and FAQs about:
 - Legal processes .
 - How to choose a solicitor.
 - Understanding legal fees.
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6. Admin Panel

6.1 User Management

- Admins can:
 - View, edit, or delete user accounts.
 - Verify solicitor/law firm profiles.
 - Manage user roles (e.g., client, solicitor, admin).

6.2 Content Moderation

- Admins can:

- Moderate reviews and remove inappropriate content.
- Manage legal resources (add, edit, or delete articles).

6.3 Analytics and Reporting

- Admins can view:
 - Platform usage statistics (e.g., number of users, reviews).
 - Review trends (e.g., average ratings, most reviewed solicitors).
 - User engagement metrics (e.g., page views, search queries).
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7. Notifications and Communication

7.1 Email Notifications

- Notify users about:
 - Review responses.
 - Profile updates.
 - New reviews on their profiles.

7.2 In-App Messaging (Optional)

- Allow users to contact solicitors/law firms directly through the platform.
 - Implement a messaging system with read receipts.
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8. Security and Privacy

8.1 Data Protection

- Encrypt sensitive user data (e.g., passwords, contact details).

8.2 Secure Payments (Optional)

- If premium features are offered (e.g., promoted profiles), integrate secure payment gateway.

9. Technology Stack

- **Backend:** Laravel (PHP)

- **Frontend:** HTML, CSS, JavaScript
- **Database:** MySQL

10. Conclusion

This requirement document provides a detailed overview of the features, timeline, and budget for building a solicitor review platform like ReviewSolicitors.co.uk. The platform will be developed using Laravel and will focus on transparency, usability, and trust.

Let me know if you need further details or adjustments! 😊