



Quality Charter

As a firm of Licensed Conveyancers, we must comply with the Over-riding Principles set out by the Council of Licensed Conveyancers which are as follows:

Act with independence and integrity;
Maintain high standards of work;
Act in the best interests of our Clients;
Comply with our duty to the court;
Deal with regulators and ombudsmen in an open and co-operative way;
Promote equality of access and service.

In order to comply with these, we will always ensure that you receive a high quality of service and that we always behave as follows:

- a) We will provide you with a personalised service to suit your requirements, subject to regulation.
- b) We will provide you with the name and full contact details of the individual acting for you and they will respond to your enquiries within a reasonable timeframe.
- c) Our legal fee will be transparent and will not change from the fee provided at the outset, providing the nature of the transaction does not change.
- d) We will act in a fair, honest, professional, decent and independent manner.
- e) We will keep your money safe and separate from the firm's money.
- f) All individuals in the firm will keep their skills and legal knowledge up to date.
- g) We will deliver our services to you in a reasonable timescale and we will report to you on any delays which may occur as soon as we become aware of them.
- h) We will provide you with updates on your transaction, detailing what the next step will be and predicting when we expect that step to take place.
- i) We will keep your interests' paramount and will not accept instructions from a party whose interests conflict with yours.
- j) We will only disclose your information as required by law or regulation, or with your approval to a third party.
- k) Our service will always be accessible and responsive to clients with specific needs such as disability or vulnerability.
- l) If things go wrong, we will deal with your complaint quickly, fairly and per our complaints policy.
- m) We will ask you for feedback on our service at the end of the transaction.