

**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:

1. We will provide you with a personalised service to suit your requirements, subject to regulation.
2. 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.
3. 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.
4. We will act in a fair, honest, professional, decent and independent manner.
5. We will keep your money safe and separate from the firm’s money.
6. All individuals in the firm will keep their skills and legal knowledge up to date.
7. 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.
8. 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.
9. We will keep your interests’ paramount and will not accept instructions from a party whose interests conflict with yours.
10. We will only disclose your information as required by law or regulation, or with your approval to a third party.
11. Our service will always be accessible and responsive to clients with specific needs such as disability or vulnerability.
12. If things go wrong, we will deal with your complaint quickly, fairly and per our complaints policy.
13. We will ask you for feedback on our service at the end of the transaction.