

The Council for Licensed Conveyancers (CLC) Consumer Charter

This charter sets out what you can expect when instructing a specialist conveyancing or probate practice regulated by the CLC

1. Your specialist lawyer is subject to robust regulation.

The lawyers in practices regulated by the CLC are specialist professionals who are required to act with independence and integrity and maintain high standards of work.

2. Your best interests are served.

The specialist lawyers working for you have a duty to act in your best interests.

3. The fees you pay are clear and transparent.

You have a clear idea on the fees you will be charged just by looking at a firm's website. When instructing them, you receive comprehensive information about how much you are paying as well as details of the service they will provide.

4. Your client money is held separately from the practice's non client-moneys and is kept safely.

It is likely your lawyer will hold your sale or purchase money at some point. There are strict rules around how they do this to ensure that it is kept securely.

5. If something goes wrong, you are protected.

Regulation by the CLC offers high levels of consumer protection. Complaints about service must be dealt with promptly and fairly and all CLC-regulated firms are required to carry professional indemnity insurance. We also have a compensation fund as a last resort.