



Client Charter

When you obtain services from an individual or a business regulated by the CLC, you are entitled to the following outcomes:

Service

- You receive an honest and lawful service.
- You are provided with a high standard of legal services.
- Your matters are dealt with using care, skill and diligence.
- You receive a high standard of service due to your lawyer's arrangements, resources, procedures, skills and commitment.
- The service is accessible and responsive to your individual needs.
- You do not feel discriminated against, victimised or harassed.
- Where the service you receive is below the standard you could expect your lawyer accepts responsibility for this and provides you with any appropriate redress.
- Should you make a complaint the way it is handled takes account of your individual needs.
- Should you make a complaint it is dealt with swiftly, impartially and comprehensively.

Advice

- You receive good quality and independent information, representation and advice.
- You receive advice appropriate to your circumstance.
- You have the information you need to make informed decisions

Money and Fees

- Your money is held separately from other monies and is kept safely.
- You are aware of any referral of work arrangements the lawyer may have with other parties.
- You are aware of any relationship with another party that limits the steps your lawyer can take on your behalf.

Professional Conduct

- Your affairs are treated confidentially (except as required or permitted by law, or with your consent).
- Your best interests are served.
- Your lawyer acts in the interests of justice.*
- Your lawyer acts in good faith towards you.*
- Your lawyer acts in accordance with their regulatory responsibilities.

* Applicable to CLC Litigators and Advocates

Principled Behaviour

All lawyers - be they an individual CLC licensed conveyancer, CLC Litigator or Advocate, or a company - regulated by the CLC are required to deliver these

Outcomes by acting in a principled manner:

- To act with independence and integrity;
- To maintain high standards of work;
- To act in the best interests of Clients;
- To deal with regulators and ombudsmen in an open and co-operative way; and
- To promote equality of access and service.

If they are a CLC Litigator or Advocate we also require them:

- To comply with their duty to the court.

We monitor the bodies/individuals we regulate to ensure these principles are complied with.

We use a range of information to identify when a lawyer has not demonstrated the professional and principled behaviour we require of them. This includes the findings of our inspections and information from other stakeholders, such as lenders, police or clients, including complaints.

Complaints

If you have not received the standard of service you could reasonably expect, you should complain to your lawyer. If you are not satisfied with how they deal with your complaint - or they haven't responded within eight weeks of you submitting the complaint - you can complain to the independent:

Legal Ombudsman

PO Box 15870

Birmingham

B30 9EB

Telephone number: 0300 555 0333

Email: <mailto:enquiries@legalombudsman.org.uk>

Your complaint should be submitted to the Legal Ombudsman within six months of you receiving from your lawyer a full written response to your initial complaint to them (and within 12 months of you discovering a problem). If your complaint is service-related the Legal Ombudsman will deal with it and may ultimately award you compensation which your lawyer must pay to you.

If your complaint is conduct related the Legal Ombudsman will pass it to us to deal with. If we determine the complaint in your favour we may take regulatory action against the person or body which delivered your legal service. We will always seek to deal with an issue informally wherever possible so that it can be resolved in a timely manner for you. If however an issue is immediate, serious and/or widespread, or where an informal approach has not been successful, we will take enforcement action. The form this takes will be proportionate to the impact the issue had, or has, on the Outcomes identified on page 1 of this leaflet.

We may fine them; place conditions on their licence (which, if not complied with, will result in further enforcement steps being taken); reprimand them; withdraw our approval of, or disqualify, an individual (meaning they can no longer be employed in that capacity); suspend, or even revoke their licence (so they are no longer able to practise)

We may use one of these enforcement options, we may use several. Where a body is failing, we have reason to suspect dishonesty or need to protect your interests as clients (or beneficiaries of a related Trust) we will intervene. This means we will manage the closure of the business (and the transfer of your matter to another person/body).

Compensation

Should a body we regulate have failed to account for monies received or you have suffered due to its negligence, fraud or other dishonesty, you may be eligible for a grant from our Compensation Fund. How to contact us

For more information on how the CLC regulates the lawyers it licenses or to check whether an individual or body is regulated by us please visit our website: <http://www.clc-uk.org/>, email us on <mailto:policy@clc-uk.org> or by phone: 01245 349599