

Report on consultation on proposed Customer Charter

A [consultation](#) on a proposal to revise the CLC's existing Client Charter was published 23 January 2019 and open for responses for 6 weeks.

This was supported through announcements in the CLC Manager and general newsletters and via social media.

Consultation report

Ten responses were received directly to the consultation survey site (anonysised responses are below) all of which came from individuals within regulated practices, and an additional response was received directly from the [Legal Service Consumer Panel](#) (LSCP).

All responses supported the concept of the charter with support being given favourably to all of the clauses in it. Respondents felt the content would help provide confidence to consumers.

The main request for change came from those who asked us to emphasise more clearly the specialist nature of their practice and the services they offered. The charter has been revised to take this on board.

The LSCP supported the message of the Charter and found "admirably clear". We have sought to take on board some of the issues they raised (such as emphasising the training to licensed conveyancers have to undertake) and others such as how the device will be developed will be managed through the marketing communications development work.

A revised charter will be published later this year.

July 2019

Individual responses to CLC Consumer Charter consultation

<p>What benefits would you see the Charter providing?</p>	<p>Clients may draw comfort for the information provided</p>	<p>Giving clients more confidence.</p>	<p>Giving the client assurance.</p>	<p>consumer confidence</p>	<p>Primarily as it says - reassurance to clients that we are specialists and properly regulated.</p>	<p>Would give reassurance to clients and promote conveyancers as we are still relatively unknown compared to solicitors. May help with panel membership like the CQS. promotes we are specialists</p>	<p>Clarity of what we do</p>	<p>Reassurance to clients.</p>	<p>Concise reassurance for clients</p>	<p>An additional "comfort" for the general public to assure them using a CLC lawyer is their best choice.</p>
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Individual responses to CLC Consumer Charter consultation

<p>How should firms use the charter?would you wish to use an emblem and charter?</p>	<p>On our website/letterhead</p>	<p>Emails, Website and premises.</p>	<p>Probably on the CLC website and possibly on the company website.</p>	<p>on emails and websites</p>	<p>Sounds similar to CQS or Lexcel for solicitors - but if the emblem links to the document , that would be different and helpful.</p>	<p>exactly as described above, we would use on letterheads , emails, marketing material, social media, signage etc</p>	<p>Not sure at the moment</p>	<p>On website.</p>	<p>An emblem on our website and email to link to the charter sounds great. Makes sense. Obviously it won't have a link on headed paper so it will be reliant on consumers knowing what the emblem stands for, which I think is unrealistic .</p>	<p>On websites, emails and letterheads all as above.</p>
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Individual responses to CLC Consumer Charter consultation

<p>Is there particular support you would like to see the CLC offer to promote the Charter?</p>		<p>Consumer PR</p>		<p>clients expectations</p>	<p>Posters or flyers for the office?</p>	<p>Literature, a well written press release that we can all use</p>			<p>Promoting it through estate agents, property portals and mortgage advisors would probably be most economical. However they are the ones that are probably most concerned about referral fees.</p>	<p>Help with specific marketing ideas.</p>
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Individual responses to CLC Consumer Charter consultation

<p>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.</p>	<p>I would use "Property Lawyers " to emphasise specialism</p>	<p>No additional comment</p>	<p>Agreed.</p>	<p>agreed</p>	<p>Fine - but it needs to state clearly that we are specialist PROPERTY lawyers</p>	<p>Think that we should highlight that we are specialists. we don't dabble like some solicitors, keeps us up to date with the law and more efficient</p>			<p>Great</p>	<p>Maybe add that each firm is visited biannually to check files and accounts etc</p>
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Individual responses to CLC Consumer Charter consultation

<p>2. Your best interests are served. The specialist lawyers working for you have a duty to act in your best interests.</p>	<p>as above</p>	<p>No additional comment</p>	<p>Agreed.</p>	<p>agreed</p>	<p>OK</p>	<p>emphasis on specialist, helping them probably making the biggest investment that they ever have and we will give them clear, practical and honest advice.</p>			<p>Great</p>	<p>Report on percentage of satisfied clients generally from CLC firms</p>
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Individual responses to CLC Consumer Charter consultation

<p>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.</p>	<p>yes - self explanatory.</p>	<p>No additional comment</p>	<p>Agreed.</p>	<p>agreed</p>	<p>OK</p>	<p>compete with those hiding it all in the small print. As lawyers we should be honest (if you cant trust a lawyer)</p>			<p>Wishful thinking to say that they will know the fees from the website. The first sentence should therefore be deleted. The rest is fine.</p>	<p>Could include the fact that further sums would not be incurred without obtaining specific consent</p>
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Individual responses to CLC Consumer Charter consultation

<p>4. Your client money is held separately from the practice's non client-mones 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.</p>	<p>Perhaps mention in a client account at the firms bank</p>	<p>No additional comment</p>	<p>Agreed.</p>	<p>gives confidence</p>	<p>OK</p>	<p>confidence is a world of fraud and mistrust</p>			<p>Great</p>	<p>Include how much we can hold that would be covered by the FSCS</p>
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Individual responses to CLC Consumer Charter consultation

<p>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.</p>	<p>maybe say the PI cover is the equivalent of all conveyancing law firms.</p>	<p>No additional comment</p>	<p>Agreed.</p>		<p>OK</p>	<p>again confidence that we are professionals</p>			<p>Great</p>	<p>Include minimum amount of indemnity cover - £2million</p>
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<p>Please let us have any other comments you would like to make?</p>		<p>No additional comment</p>			<p>This seems like a reasonable idea, and I do like the proposal to 'link through' by clicking the emblem on the website or email - but it's nothing really new.</p>		<p>No - but keep the Charter 'Ronseal' compliant!</p>			
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