

Sent by email only to [consultation@clc-uk.org](mailto:consultation@clc-uk.org)



26 February 2019

Dear Sir/Madam

### **CLC Customer Charter**

The Legal Services Consumer Panel (the Panel) welcomes the opportunity to respond to the Council for Licensed Conveyancers (CLC) consultation on the Customer Charter draft.

The Panel welcome the CLC's initiative to replace its existing Client Charter with a Customer Charter that has been developed in light of the recent transparency requirements.

Overall, the Panel supports the message of the Charter and it is admirably clear. You may however have sacrificed some necessary detail for the sake of brevity. The overall result looks rather vague and therefore not as reassuring to consumers as it might be. For example, in Point 1 consumers would have more confidence if there could also be a brief reference to the training that all licensed conveyancers undertake before dealing with clients.

We are pleased to see the Charter informs consumers that they can find information on prices and on details of the services provided prior to purchasing the service. The Panel also welcomes that consumers are informed about how they are protected. We would encourage the Charter to inform consumers succinctly with whom they should raise their complaint. Equally, we would recommend consumers should be informed of their rights to complain to the Legal Ombudsman including a link to their services.

It is not clear to the Panel how the Charter would be best used, given that it is not compulsory. The regulator proposed that a logo to be developed that can appear on providers' websites and emails, where consumers can click through to see the Charter. The Panel acknowledges that a logo can be a useful and easily recognisable visual symbol for consumers. Given that providers have to use a digital badge already that verifies that a firm is regulated, we would like to warn against the proliferation of logos in the sector. Legal services regulation is already a complicated landscape with multiple regulators. Therefore, there is a danger of multiple logos adding to consumer confusion.

Overall, the Panel is pleased with the CLC's implementation of the recent transparency requirements and we hope that the regulator will continue to consider a subsequent phase, one which introduces a deeper level of transparency and access to quality measures or indicators.

Yours sincerely,

A handwritten signature in black ink that reads "S Chambers". The signature is written in a cursive, flowing style.

Sarah Chambers

Chair

Legal Services Consumer Panel