

What do I do when things go wrong?

1

Fill in the complaints form and submit it to the complaints service. The complaints service is your first contact with the Society regarding your complaint.



2

The complaints service allocates an official complaint number and notify the Chairperson and all members of the Standards Committee of the complaint received.



3

An official acknowledgement of receipt of the complaint gets sent to the complainant outlining the procedure..



4

The recipient gets informed about the complaint against him/her or the firm and given 14 days to reply to the complaints service.



5

The Standards Committee will have a meeting to discuss the complaint and has 3 options as outlined in point 6.



6

- a) It may inquire into the complaint.
- b) It may ask you and the conveyancer you are complaining about to consider resolving matters by negotiation, conciliation or mediation.
- c) It may decide to take no action.



7

If the Standards Committee decides that the Conveyancer's conduct was unsatisfactory it may make orders against the Conveyancer. These are outlined in point 8.



8

- It may make an order confirming the terms of an agreed settlement resulting from negotiation, conciliation, or mediation.
- It may censure or reprimand the Conveyancer.
- It may order the conveyancer to make an apology to the complainant, or any order in respect of any one finding.



9

All parties to a complaint have the right to have the Standards Committee's decision reviewed by the Legal Complaints Review Officer. Any application for review must be made within 30 working days of the Standards Committee's decision.



10

The complaints process is required to be quick and efficient, but the length of time does depend on how complex the issues are.

