

FORM FOR MAKING A CONDUCT COMPLAINT ABOUT A CLC REGULATED PERSON

Please ensure you have read the Complaints information on the [How to Report a Problem](#) section of the Consumers Page of our website before you use this form.

If you are the client of the CLC regulated practice, you will need to make your complaint to the practice first. If you are still not satisfied, you should contact the Legal Ombudsman. Details of the Legal Ombudsman's scheme are found [here](#)

Please complete the editable fields in this form or print off and complete in black ink.

You should keep a copy of this document for your own records.

1 Personal Details

| | |
|----------------|--|
| Your surname: | |
| First name(s): | |
| Title: | |
| Address: | |
| Post code: | |
| Email: | |
| Telephone no: | |

2 Details of CLC Regulated Person

| | |
|--|-------------|
| Name: | |
| Name of the firm: | |
| Address of the firm: | |
| Telephone no: | |
| Did the CLC regulated person act for you? | Yes No |
| If the CLC regulated person has not acted for you, for whom did he or she act? | |

3 Complaint Details

Please tick in the relevant box for each of the following questions:

| | Yes | No |
|---|--------------------------|--------------------------|
| Have you raised this complaint with the CLC regulated person? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has the CLC regulated person replied to your complaint? | <input type="checkbox"/> | <input type="checkbox"/> |
| If not is the CLC regulated still dealing with the complaint? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has the transaction been completed? | <input type="checkbox"/> | <input type="checkbox"/> |
| If so, on what date? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you consent to the CLC providing the regulated person with a copy of your complaint in order to obtain their response? | <input type="checkbox"/> | <input type="checkbox"/> |

| | |
|----------------------------|--|
| Complaint 1: | |
| Please give brief details: | |
| | |

| | |
|----------------------------|--|
| Complaint 2: | |
| Please give brief details: | |
| | |

If you have further complaints please detail each in turn on a separate sheet of paper.

If the transaction completed more than 12 months ago please explain below when you became aware of the issues giving rise to your complaint and the reasons for any delay in bringing your complaint to the CLC:

| |
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4 Signature

| | |
|---------|--|
| Signed: | |
| Date: | |

Using your personal data

Your details will be held by the CLC in accordance with the General Data Protection Regulations (GDPR). For the purposes of GDPR, if you provide any information to us, we will be the data controller.

For further information about how your information is used, how we maintain the security of your information, and your rights to access information we hold about you, please see our privacy policy here: <https://www.clc-uk.org/privacy-policy/> which is kept under regular review.

You can contact our Data Protection Officer via email at privacy@clc-uk.org or in writing to:
Council for Licensed Conveyancers, WeWork, 131 Finsbury Pavement, London, EC2A 1NT

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| <p>Please return this completed form to:</p> <p>Complaints by email to: clc@clc-uk.org or by post to:</p> <p>CLC WeWork 131 Finsbury Pavement London EC2A 1NT</p> |
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