



Council for
**Licensed
Conveyancers**



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*Outcomes and
Overriding
Principles-*

Quick Start Guide

All entities regulated by us must deliver the following Outcomes:

Overriding Principle 1. Act with independence and integrity

Outcomes:

- 1.1 Clients receive good quality independent information, representation and advice;
- 1.2 Clients receive an honest and lawful service; and
- 1.3 Client money is kept safe and separately.

Overriding Principle 2. Maintain high standards of work

Outcomes:

- 2.1 Clients are provided with a high standard of legal services;
- 2.2 Client matters are dealt with using care, skill and diligence; and
- 2.3 Appropriate arrangements, resources, procedures, skills and commitment are in place to ensure Clients always receive a high standard of service.

Overriding Principle 3. Act in the best interests of Clients

Outcomes:

- 3.1 Each Client's best interests are served;
- 3.2 Clients receive advice appropriate to their circumstances;
- 3.3 Clients have the information they need to make informed decisions;
- 3.4 Clients are aware of any referral arrangements and that they are consistent with your responsibilities both to them and to the CLC;
- 3.5 Clients are aware of any limitation or any condition resulting from your relationship with another party; and
- 3.6 Clients' affairs are treated confidentially (except as required or permitted by law or with the Client's consent).

Overriding Principle 4. Comply with your duty to the court

(applicable should the CLC's application to regulate litigation and advocacy be successful and you have been authorised to deliver these services.)

Outcomes:

- 4.1 You act in the interests of justice; and
- 4.2 You act in good faith towards Clients.

Overriding Principle 5. Deal with regulators and ombudsmen in an open and co-operative way

Outcome:

- 5.1 You act in accordance with your regulatory responsibilities.

Overriding Principle 6. Promote equality of access and service

Outcomes:

- 6.1 The service is accessible and responsive to the needs of individual Clients, including those who are vulnerable;
- 6.2 No-one – Client, employee, colleague, job applicant, trainee, or other party – you deal with feels discriminated against (whether directly or indirectly), victimised or harassed;
- 6.3 You accept responsibility where the service you provide is not of the expected standard and provide appropriate redress for the Client where necessary;
- 6.4 Handling of complaints takes proper account of Clients' individual needs, including those who are vulnerable; and
- 6.5 Complaints are dealt with impartially and comprehensively.