

Conveyancing Information Executive STANDARDS

The Conveyancing Information Executive (CIE) Standards set the framework for the professional standards expected of all CIE Members in the course of their provision of property data search products relating to residential and commercial conveyancing in the United Kingdom. It is the cornerstone of the system of self-regulation to which they have made an ongoing commitment.

These Standards protect those who will seek to rely on the information contained in the Searches produced by Members through establishing best-practice obligations to all customers. It is expected that through the promotion of these Standards, protection will be afforded to all customers of CIE Members whereby all data and information within a product is accurate, complete or of the highest commercially available standard.

1. CIE Members subscribe to their own Code of Practice which requires the promotion of best practice and quality standards in the industry and requires Members to act in a professional and honest manner at all times
 - Through the adherence to these Standards by the Members, you and other property professionals can place reliance on the content of the reports produced.
 - Members will audit their own practices on an annual basis to ensure they remain compliant with the Code and continue to meet these Standards of exemplary service and delivery.
 - CIE Directors, supported by Members, will provide updates to both the Standards and Code as necessary to ensure the products and services remains in line with changes in the industry and reflect industry best practice.
 - CIE Members' Terms and Conditions and/or Products must set out clearly any exclusions on data accuracy and completeness.
2. Members will hold a minimum Professional indemnity insurance cover of £2million at all times to ensure that you can seek to rely upon the reports provided.
3. The CIE logos will be clearly displayed within products produced by each Member
 - The CIE logo is a mark of recognition of best practice and signifies that the provider of the Search meets the high standards of service expected of the CIE Membership.
4. All complaints made to the CIE, either by a client or Member, will be acknowledged and responded to in a timely fashion and an escalation process for appeal, should there be dissatisfaction with the response, will be clearly laid out.
 - A formal written complaints procedure will be documented and published by each Member and provided with the product or set out on their company website.

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- Complaints will be acknowledged within 5 working days of receipt and where possible, responded to in full within 20 working days of receipt.
 - You will be advised of any delay in responding to your complaint or the need for additional information or time to consider and respond to your complaint.
 - It is a requirement that Members subscribe to The Property Ombudsman (TPO) Scheme for complaints redress, more information about which can be found at www.tpos.co.uk.
5. Given these standards relate to Member products within the United Kingdom, members will remain compliant with all applicable UK legislation, regulations and industry standards in the delivery of the product.
- CIE will issue updates as necessary highlighting changes to be made to the Members' services and it is expected that all Members implement such changes within a timely fashion.
 - Any concern that such standards are not being met should be reported directly to the CIE Directors or the Member directly.
 - Any failure to meet such standards will be taken seriously by the CIE and addressed directly with the offending party.
6. It is expected that Members will act in a professional and honest manner at all times and will fulfil all product orders with due care and skill.
- Compliance with these Standards is to be a requirement of the Members' Terms and Conditions for the Reports produced and all activity carried out by the Member must be fair and reasonable.
 - Customers will be advised of all charges in advance of purchase and prior to conclusion of the contract and any additional costs which may arise shall be communicated clearly and in a timely fashion.
 - All queries raised with Members shall be resolved and communicated in full, wherever possible within 20 working days of receipt.
 - All information utilised within Member products will be handled in line with all obligations under relevant data protection, copyright and intellectual property rights relating to CIE, Members or third parties.
 - If third party content is utilised in the production of a product by a member, the member acknowledges that this data is appropriately licensed.