

IMPORTANT CONSUMER PROTECTION INFORMATION REGARDING THE PROPERTY OMBUDSMAN

Search & Convey Limited is registered with The Property Ombudsman
Trading Address

FOR

Search & Convey Limited,
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Search & Convey is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors compliance.

The Search Code:

- Protects homebuyers, sellers, estate agents, conveyancers, and lenders who rely on property search reports
- Establishes minimum standards for compiling and supplying reports
- Encourages best practice and quality across the industry
- Builds consumer and professional confidence in subscribing firms

By supplying this information, the search firm confirms adherence to the Code, which ensures important consumer protection.

Core Principles of the Code

Firms subscribing to the Code must:

- Display the Search Code logo on their reports
- Act with integrity and due care
- Maintain adequate insurance
- Conduct business professionally
- Handle complaints promptly and fairly
- Comply with industry standards and laws
- Monitor their ongoing compliance with the Code

Complaints

If you have a query or complaint about your search, raise it directly with your search provider. If unsatisfied with the response or if the response time has been exceeded, you may refer your complaint to:

The Property Ombudsman Scheme [TPOs]

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306

Fax: 01722 332296

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

The Ombudsman may award up to £5,000 if you have suffered financial loss, distress or inconvenience due to breach of the Code.



More information about the PCCB is available at: www.propertycodes.org.uk

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE