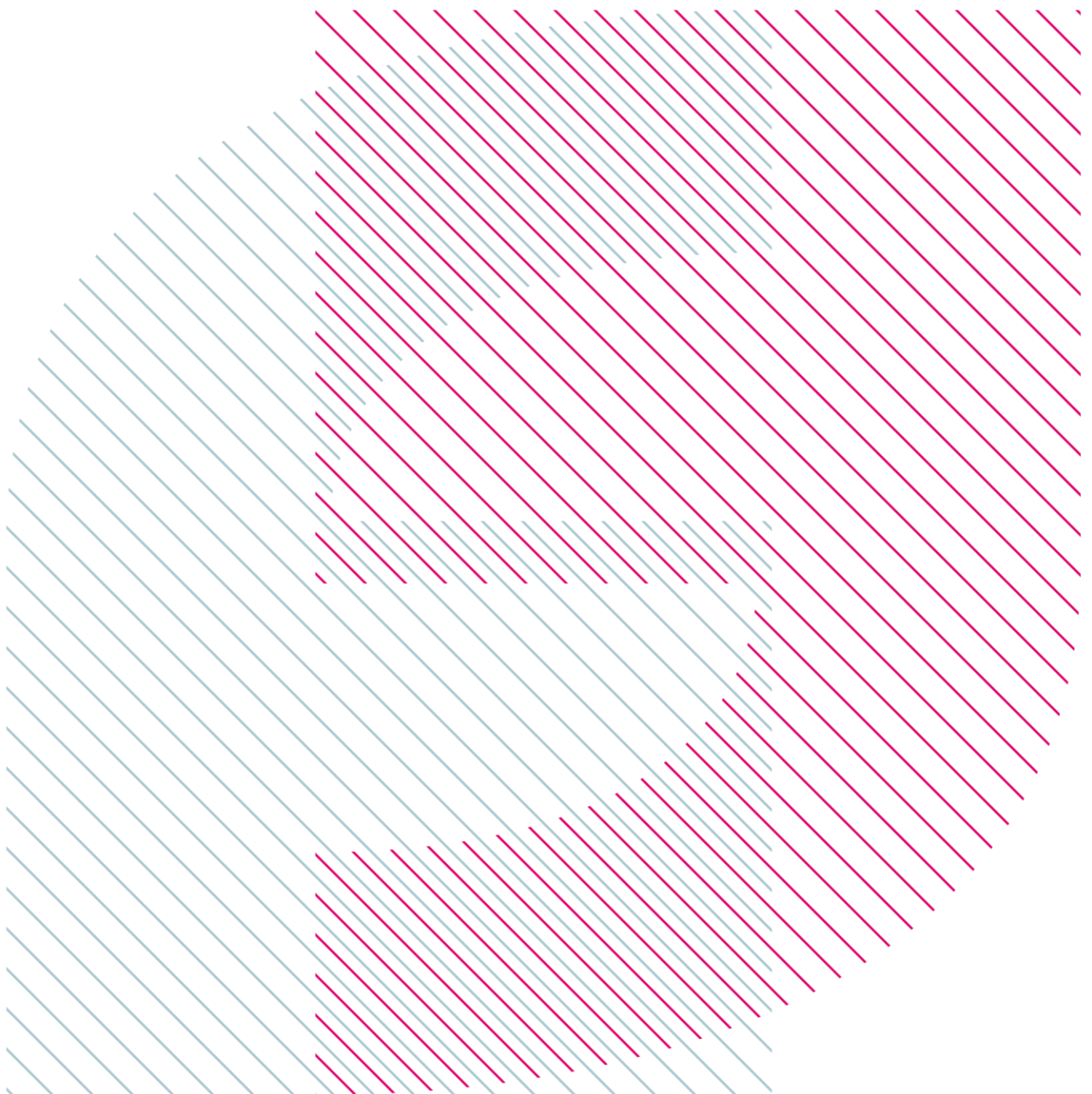
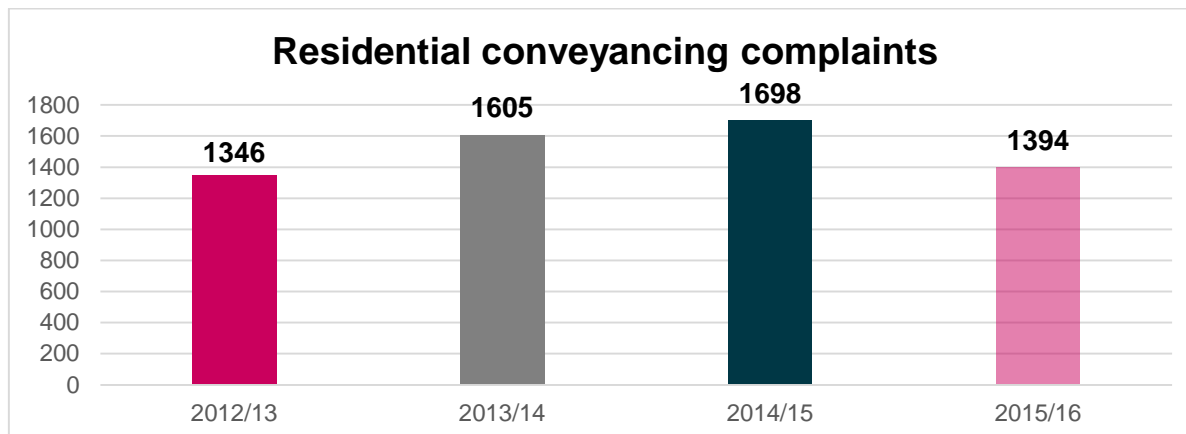


**Residential
Conveyancing
complaints data**



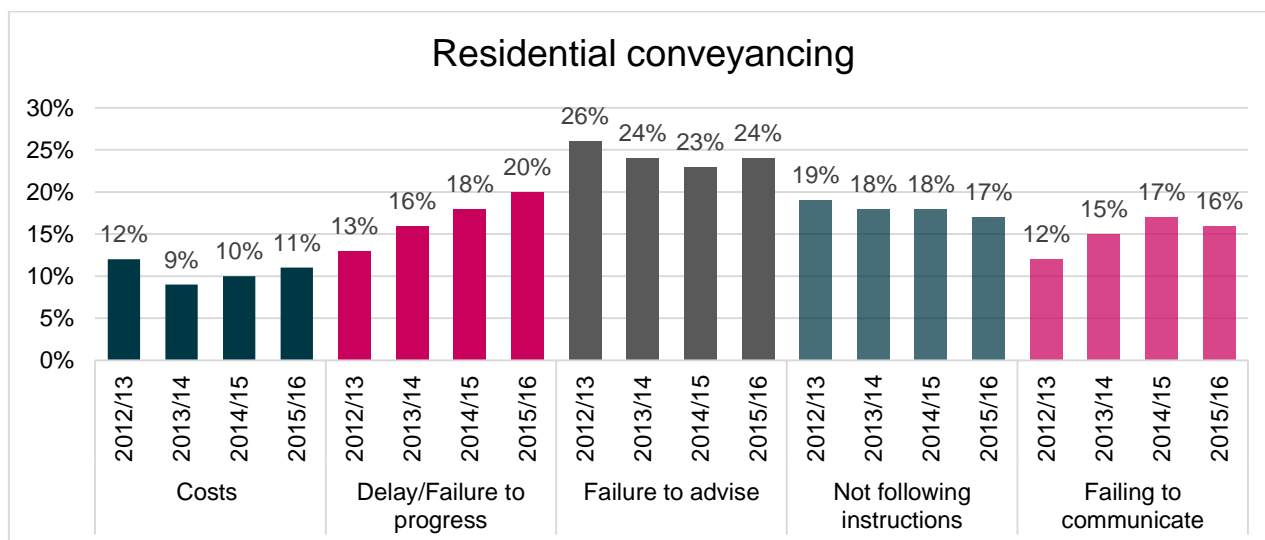
Residential conveyancing has always received the greatest level of complaints at the Legal Ombudsman. This is not surprising given it is the most commonly used legal service.



Complaint volumes increased in 2013/14 and 2014/15 in line with transactions in the market. However although market transactions continued to increase in 2015/16, complaints decreased by around 300 last year.

What do consumers complain about¹?

We collect data to show what complaints the consumer has made about their service provider. Consumers will often complain about more than one issue which means we will always have more complaint types than actual complaints.



- **Failure to advise** has always been the most common area of complaint, accounting for almost a quarter of complaints every year.
- Issues around **delay and failing to progress** accounted for 20% of complaints last year and this has gradually increased from 13% in 2012/13.

¹ Some of these complaint areas have been combined. Costs = costs excessive and unreasonable costs. Failure to communicate = failure to keep informed and failure to reply.

Resolution:



6,399

Total resolved
complaints

1,394

Total resolved
conveyancing complaints

22%

% of overall
complaints

How were complaints resolved:



38%

Informal
resolution

33%

Ombudsman
decision

28%

Closed

Remedies:



24%
no remedy

33%
compensation for
emotional impact

11%
to refund or
limit fees

10%
compensation
for financial loss