

DRAINAGE AND WATER SEARCHES NETWORK STANDARDS

The DWSN Standards set the framework for the highest professional standards that producers of the Law Society's CON29DW Enquiry (the Search), as members of the Drainage and Water Searches Network (DWSN), have undertaken to maintain. It is the cornerstone of the system of voluntary self-regulation to which they have made an ongoing commitment.

These Standards seek to protect those who will seek to rely on the information contained in the Searches by establishing a set of best-practice obligations to you, the customer, that DWSN Members will adhere to.

It is expected that through the promotion of these Standards, customers of DWSN Members can feel confident that the information on which they seek to rely is accurate and on the rare occasion of any error or omission in a Search, appropriate protection is offered by each DWSN Member.

1. The DWSN Members subscribe to their own Code of Practice which requires the promotion of best practice and quality standards in the industry and expects them to act in a professional and honest manner at all times.
 - Through the adherence to these Standards by the DWSN Members, you and other property professionals can place reliance on the content of the Search.
 - DWSN 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.
 - DWSN will provide updates to both the Code and Standards as necessary to ensure the Search remains in line with changes in the industry.
2. Members of DWSN will hold a minimum Professional indemnity insurance cover of £10 million at all times to ensure that you can seek to rely upon the Search.
3. The DWSN and CON29DW logos will be clearly displayed within the Searches produced by each DWSN Member
 - The DWSN 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 DWSN Membership
4. All complaints made to DWSN or a DWSN Member in respect of a DWSN 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 DWSN Member and provided with the Search or set out on their company website.

- Complaints will be acknowledged within 5 working days of receipt and where possible, responded to in full within 10 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 recommended that DWSN Members subscribe to The Property Ombudsman (TPO) Scheme for complaints redress, more information about which can be found at www.tpos.co.uk. The Member will confirm in their complaints policy to whom issues can be escalated.
5. DWSN Members will remain compliant with all applicable UK legislation, regulations and industry standards in the delivery of the Search.
- DWSN will issue updates as necessary highlighting changes to be made to the Members' services and it is expected that all DWSN Members implement such changes within a timely fashion.
 - Any concern that such standards are not being met should be reported directly to DWSN or the DWSN Member directly.
 - Any failure to meet such standards will be taken seriously by DWSN and addressed directly with the offending party.
6. It is expected that DWSN Members will act in a professional and honest manner at all times and carry out the delivery of the Search with due care and skill.
- Compliance with these Standards is to be a requirement of the DWSN Members' Terms and Conditions for the Search and all activity carried out by the DWSN Member must be fair and reasonable.
 - Customers will be advised of all charges for the Search 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 DWSN Members shall be resolved and communicated in full, wherever possible within 10 working days of receipt.
 - All information utilised within the Search will be handled in line with all obligations under data protection, copyright and intellectual property rights relating to DWSN, Members or third parties.