



Conveyancing Firm of the Year - National

This award represents the national firm who has best proven all round excellence within conveyancing. They can demonstrate effective working relationships with work sources, a culture of client excellence, excellent employee experience, and exceptional service delivery.

The winning submission will demonstrate how the organisation delivers a uniformly excellent service across England and Wales and articulate extensive development and progress across the business over the course of the last 12 months, including, but not limited to: strategy, growth, financial performance, risk management, employee development, service delivery, diversity, and training.

Criteria

The winner of this award must:

- Demonstrate development and progress as a business over the course of the last year with submissions to include progress against strategic and financial goals, staff development and training, client care excellence etc.
- Evidence the expertise and skills of staff within the business and how they deliver service excellence alongside a client-centred approach.
- A proactive approach to equality, diversity and inclusivity, alongside bravery in managing workloads and fee setting.
- Evidence active engagement with community and or corporate initiatives.
- Be able to demonstrate they excel at dealing with service issues or complaints which may arise.