



## Conveyancing Firm of the Year - North

This award represents the regional 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 their region 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.
- Be able to demonstrate a clear approach to technology, IT security and cyber-crime prevention.
- Where possible, provide evidence of reviews/recognition/ testimonials/recommendations.

**Firms will be asked to submit details of their website, reviews and social media channels for consideration as part of the judging process.**

- **\*Your firm will compete against other local firms. There is no restriction in type or size of the firm, but their work should be mainly undertaken within the local area** Be able to demonstrate a clear approach to technology, IT security and cyber-crime prevention.
- Where possible, provide evidence of reviews/recognition/ testimonials/recommendations.