



THE BRITISH  
CONVEYANCING  
AWARDS 2024

# SUBMISSION PACK

#BCAwards2024

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Thank you for entering the British Conveyancing Awards 2024

## Getting started

Please ensure that you have carefully read the category criteria and make sure that you / your organisation are eligible to enter. Please note that some categories are open to suppliers only, whilst others are only open to law firms.

All entries must be completed on our bespoke judging platform. Details of this will be sent via email and explain how to login to the portal to complete your submission.

Each firm is able to enter up to **THREE** categories.

*Please note that this does not include the Today's Conveyancer Industry Champion award, which will welcome nominations later in the year and be judged for entirely by you.*

For each submission you will be asked to....

- **Provide a covering statement** – this should be no more than 150 words, and will explain why you/your firm are a worthy winner.
- **Answer the criteria points outlined for each category** – each criteria point will be scored out of 10.
- **Stick to a word count** – please supply between 750-1,500 words in total. This will include all criteria points, but does not include your covering statement.
- **Provide supporting evidence** – this should be 1 page of A4 ONLY! Additional pages will not be considered by the judging panel. Supporting evidence may be testimonials, financials or links to specific software or case studies as referenced in your submission.

Please carefully read our 'Tips for Success' before starting your digital submission and ensure that you allow plenty of time to complete the entry.

You will be able to review and amend your submissions until **Wednesday 3rd January 2024**. After this point the judging portal will close.

**If you have any queries please contact Allie Jones – [allie.jones@todaysmedia.co.uk](mailto:allie.jones@todaysmedia.co.uk)**

**We wish you the very best of luck.**



## Customer Service Champions

Entries for this award are for law firms **ONLY**.

We are all committed to doing the best for our clients and acting in their best interests. But which firm goes above and beyond? Who can demonstrate customer service excellence? Who has embedded a culture of “delighting” their customers? And who can provide an evidence-based assessment of what it means to their clients to go the extra mile?

### Criteria

This firm must demonstrate over the last 12 months:

- How they have operated in the best interests of the client and the profession whilst managing expectations.
- How they have embedded a culture of customer service excellence.
- How they excel at dealing with service issues or complaints which may arise.
- Examples or case studies of real-life situations where they have overcome obstacles to delight their clients.
- Entrants are encouraged to submit example of user reviews and testimonials as part of their submission.

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### Tips for Success:

- **ANSWER THE QUESTION** – read carefully the description and criteria points of the category you are entering. You will be scored on each criteria point.
- **BE CLEAR** – clear and simple submissions are easier for the judges to extract the relevant information.
- **PROVIDE EVIDENCE** – if the entry criteria asks for evidence of success – be it financial or operational, then you need to show it clearly. The judges need to see the hard facts that back up your claims.
- **BE CONCISE** – for some awards the judges will have to read through a large number of entries in a limited time period. Be concise and relevant with the information you share in relation to each criteria point.
- **BE CURRENT** – while we value the remarkable history of the UK legal profession, the awards celebrate your successes over the last **12 months** only.
- **ABOVE & BEYOND** – remember the awards reward excellence – that does not mean simply ticking the boxes, it means going above and beyond. You need to demonstrate, with evidence, that you have done this. How do you stand out from others entering?
- **NEVER ASSUME** – while the judges all have relevant experience, they won't necessarily know the intricacies of your operation or sector. Provide background and tell a story.

**GOOD LUCK!**