

DWSN - STANDARDS

The Drainage & Water Searches Network Limited (“**DWSN**”) Standards set the framework for the highest professional standards that DWSN Members producing (promoting and selling) the Law Society’s CON29DW Residential and CON29DW Commercial Searches (“**Report**” or “**Reports**”) have undertaken to maintain to be a member of DWSN. It is the cornerstone of the system of voluntary self-regulation to which they have made an ongoing commitment.

These Standards seek to protect you, the customer. Members are obliged to adhere to requirements set out in a series of compliance notes as well as regular validated audits to ensure member’s compliance. Each member is required to take ownership of their products and services and to provide guaranteed indemnity liability cover without the need for insurance.

1. The DWSN Members subscribe to the DWSN 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 Reports.
 - 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 undertake regular random audits of DWSN Members’ compliance to these Standards and Code of Practice.
 - DWSN will provide updates to both the Code and Standards as necessary to ensure the Reports remains in line with changes in the industry.

2. Members of DWSN will hold a minimum professional indemnity insurance cover of £10million for CON29DW Residential and £2million for CON29DW Commercial at all times to ensure that you can seek to rely upon the Reports.

3. DWSN Member will ensure all relevant logos will be clearly displayed within the Reports as required in compliance note 2.

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 Reports 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.
 - DWSN Members are covered by The Property Ombudsman (TPO) Scheme for complaints redress, more information about which can be found at www.tpos.co.uk.

The Member will confirm all details in their complaints policy and/or procedure to whom issues can be escalated internally to address your matters in the first instance.

- DWSN Members must co-operate fully with TPO during an investigation and comply with the Ombudsman's final decision.
5. DWSN Members will remain compliant with all applicable UK legislation, regulations and industry standards in the delivery of the Reports.
- 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 Member.
6. It is expected that DWSN Members will act with integrity and in a professional manner at all times and carry out the delivery of the Reports with due care and skill.
- Compliance with these DWSN Standards is a requirement of the DWSN Members' Terms and Conditions for the Reports and all activity carried out by the DWSN Member must be fair and reasonable.
 - Customers will be advised of all charges for the Reports 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.
 - Terms and conditions and marketing materials relating to DWSN Members' services (whether printed or in electronic form) shall be clear, fair, reasonable and not misleading.
 - All information utilised within the Reports will be handled in line with all obligations under data protection, copyright and intellectual property rights relating to DWSN, Members or third parties.

Notes:

- a) DWSN Standards is owned and maintained by the Drainage & Water Searches Network Limited. Any queries relating to the DWSN Standards should be sent to secretariat@dwsn.org.uk.
- b) DWSN Standards will be reviewed at regular intervals with key industry representatives to ensure best practice is being applied in the Reports.