

# Customer Charter



**INVESTORS IN PEOPLE**  
We invest in wellbeing Gold



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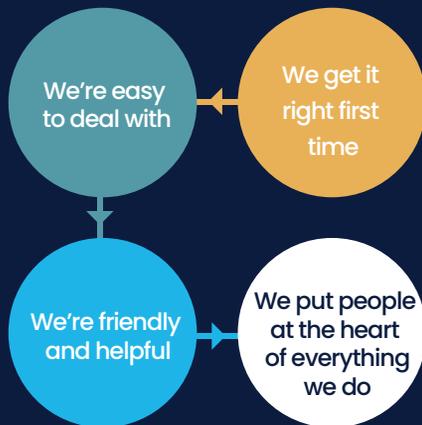


**SafeMove**  
A part of YorkshireWater

SafeMove is determined to provide the highest quality of service it can to its customers.

Through this Charter, our customers will be able to understand what they can expect from us and the framework of our Customer Promise and Purpose.

### Our Customer Promise and Purpose



### What you can expect from us

- To make me feel I am important to you.
- You are the experts; I trust you to deliver accurate search results.
- To respond to my queries quickly and solve my problems.
- Be clear about what you can and can't do for me.
- To take ownership, be proactive, helpful and communicate with me.

### Our Customer Promise and Purpose underpins what you can expect from us and means:



SafeMove will aim to return all CON29DW search reports within 24hrs and will endeavour to minimise queries with the customer, by attempting to resolve the query by other means first.



Cancellation requests for SafeMove's CON29DW Residential and Commercial reports, will be actioned within 24hrs from the date and time of order without further charge, even if the search report has already been completed.



At the discretion of the supplier, cancellation requests for third-party conveyancing search products, will be actioned within 24 hours of ordering.



If a customer has a complaint regarding either the provision or the content of SafeMove's CON29DW Residential or Commercial conveyancing search reports, then the customer will be referred to SafeMove's robust and fair, complaints policy that is further supported by redress from The Property Ombudsman (TPO).



A dedicated Customer Relationship Manager and a team of experienced search advisors will be allocated to each customer to ensure they receive a consistent level of service from people who understand their needs.



SafeMove will keep its customers informed with regular industry training opportunities across a broad range of topics relevant to their conveyancing needs.



SafeMove will act as neutral mediator and facilitator on the customer's behalf should they have a complaint against a third-party provider of the services or conveyancing search reports that have been purchased through SafeMove.



SafeMove will never compromise on quality of service or product and are constantly working towards the best possible conveyancing search report ordering experience for their customers.



SafeMove will always communicate and be clear about timescales with its customers.



Queries that might delay the return of a search report will be dealt with quickly, with transparency and the customer will be kept fully informed during the process.



The SafeMove team are available to speak to as customers need us.