

HM Land
Registry



Customer Charter

This Charter is our commitment to work with you in delivering the high-quality service you need, whether you own property, are involved in conveyancing, or need our help for any other reason



Customer Charter

At HM Land Registry, we safeguard land and property ownership across England and Wales. We make accessing property information and conveyancing simple, secure and reliable. You can find information about [what we do and our responsibilities](#) together with our [Strategy 2025+](#) and [Annual Reports](#) on our website.

This Charter is our commitment to work with you in delivering the high-quality service you need, whether you own property, are involved in conveyancing, or need our help for any other reason.

Our service promise to you

We will foster a respectful and collaborative partnership with you to provide you the service you need at the time when you need it. We recognise the need to support a property market that is secure, fast and stress-free. Using our digital services, expert knowledge and accessible property data, we will aim to:

Treat you with respect

- We will be professional, courteous and show empathy in all our interactions with you.
- We will treat you fairly while delivering a customer experience that respects and responds to your individual needs.
- We recognise that you may need some additional support when interacting with us, and will make **reasonable adjustments** to meet your needs.
- We will listen and consider your feedback on the services we offer.

Provide a seamless service

- We will continue to make more services available online, that are stress-free, quick and reliable.
- You use our guidance and online support to submit error-free applications and respond quickly if we need more from you.
- We will communicate using plain and simple language, where possible, when interacting with you.
- We will let you know about the progress of the applications you send us. If you do need to **contact us**, we will give clear information about how best to do that.

Get things right

- We will keep customer needs at the heart of everything we do, to deliver an improved, high quality and timely service.
- We will resolve your enquiries as quickly as we can, keep you updated and explain what will happen next.
- We will provide you with accurate and reliable information.
- If we have made a mistake, we will put things right as quickly as we can.

We recognise that land and property matters can often be stressful and difficult. Land registration often involves legal matters where we cannot give an opinion or advice. **Our service standards** explains our approach on the advice we can provide.



Our Charter is for every customer



What we expect from you

- We ask you to treat our staff with the same respect and courtesy that we offer you, and to engage with us constructively so we can help you.
- We ask you to use our guidance and support available online to submit error-free applications and, when needed, to respond to any requests for information that we send in a timely manner.
- Be our partner and help us to help you when using our existing services and collaborating with us as we develop new services.
- Use our published **contact** channels to get in touch with us.

What if we don't meet our standards?

We're committed to delivering the highest level of service, but mistakes can happen sometimes, or we fail to meet our standards. If you believe we could have done better or have not met our standards, then we would really like to hear from you. Your feedback helps us improve and put things right.

You can use our:

- online **feedback** form to share your views or suggest improvements; or
- **complaints procedure** to convey any dissatisfaction about some failure on our part.

We will investigate your concerns as soon as possible and work with you where appropriate to resolve your issue.



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