

## SCHEDULES

### SCHEDULE 7

#### THE CONVEYANCING OMBUDSMAN SCHEME

- 5 The scheme may provide for the Conveyancing Ombudsman not to have jurisdiction to investigate complaints unless—
- (a) the procedure for investigating complaints which is maintained by the authorised practitioner against whom the complaint is made has been exhausted; or
  - (b) the Conveyancing Ombudsman considers that the circumstances of the case are such as to justify his investigating the complaint before that procedure has been exhausted.