

New Complaints Procedure from Legal Ombudsman from 1st April 2023

The Legal Ombudsman (an independent complaints body which investigates complaints from consumers about their legal service providers in England and Wales) is introducing updated Scheme Rules, effective from 1st April 2023.

A key change relates to the timescale to refer complaints to the Legal Ombudsman - this is reducing to within 1 year from the date of the act or omission about which you are concerned or within 1 year from when you should reasonably have known there was cause for complaint.

The requirement to refer complaints to the Legal Ombudsman within 6 months of receiving a final response from the firm about a complaint will remain the same under the new Rules.

The Legal Ombudsman will have discretion to extend the timescale beyond 1 year where it considers it would be fair and reasonable to do so, however this will not be a given and will be considered on a case-by-case basis.

For more information, please refer to our internal Complaints Procedure. To view the Rules in full, please see the [Scheme Rules](#) on the Legal Ombudsman's website.

Making a complaint

- There may be occasions when a client has a problem with our service which has not been satisfactorily sorted out with the person dealing with the matter.
- In that case please contact the fee earner dealing with the matter.
- If your concerns are not resolved then please contact our Supervising Partner Jeremy Cuff, who will provide you with our Complaints Procedure and investigate and respond to your complaint. Our Complaints Procedure is also available on our website.
- We are committed to prompt, efficient, fair and courteous handling of any problems of this nature.
- If for any reason we are unable to resolve a problem between us the Legal Ombudsman (tel: 0300 555 0333 or enquiries@legalombudsman.org.uk) will consider the complaint. They can also be contacted in writing to Legal Ombudsman PO Box 6167 Slough SL1 0EH.
- Normally you will need to bring a complaint to the legal Ombudsman within six months of receiving response from us about your complaint.