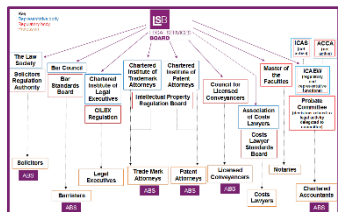


LSB holds to account the approved regulators and Office for Legal Complaints, advised by the Legal Services Consumer Panel



The OLC administers the Legal Ombudsman scheme, which investigates complaints about individuals and entities authorised by the approved regulators.



See page 2

