

Freedom of Information request
LSB reference: 20140113

The following all relate to one organisation being: [REDACTED]
[REDACTED]

1. Please provide all information you have about the above named organisation, including full details of all complaints that you have received, showing the date and full subject matter of the complaint, since 2006.
2. Please provide all details you have about all investigation you have carried out on the named organisation, or details that you hold of any investigation carried out by any other body or organisation since 2006
3. Please provide all details you have about all investigations you are currently carrying out on the named organisation, or details that you hold of any current investigation by any other body or organisation.

From: [Adewale Kadiri](#)
To: [REDACTED]
Subject: RE: FOI request - [REDACTED] Solicitors
Date: 14 January 2014 12:11:00

Dear [REDACTED]

Thank you for your email sent on 13 January 2014, requesting details of complaints received, and any investigations carried out by the Legal Services Board (LSB) in relation to [REDACTED] ts Solicitors.

I regret to advise you that the LSB is unable to provide the information that you require. The LSB is not a complaint handling organisation, and it does not conduct investigations into the acts or omissions of individual solicitors or firms. It was set up on 1 January 2009 to oversee the 8 frontline legal regulators. We do, on occasion receive correspondence about individual solicitors or firms, but we have no record of any such contact in relation to [REDACTED] Solicitors.

The Legal Ombudsman is the independent body which receives and investigates complaints about lawyers and law firms. Here is a link to their website:
<http://www.legalombudsman.org.uk/> and they can be contacted on 0300 555 0333.

The Solicitors Regulation Authority, which is the frontline regulator for solicitors and solicitors' firms, would also deal with complaints where there has been a breach of their Principles. The link below will take you to the relevant part of their website, and they can be contacted on 0870 606 2555.
<http://www.sra.org.uk/consumers/problems/report-solicitor.page#when-report-sra>

I hope that this has been of assistance, but if you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see LSB's Freedom of information – Complaints procedure:
http://www.legalservicesboard.org.uk/can_we_help/lbs_policies_procedures/freedom_of_information/index.htm
)

Yours sincerely

Adewale Kadiri | Corporate Governance Manager | Legal Services Board

One Kemble Street, London, WC2B 4AN

T 020 7271 0070

M 07960 091 918

E adewale.kadiri@legalservicesboard.org.uk
