



LEGAL SERVICES
BOARD

Legal Services Board
One Kemble Street
London
WC2B 4AN

www.legalservicesboard.org.uk

08 August 2017

Fol request (Ref: 20170803/01)

Thank you for your request for information. I regret to advise that the information you require is not held by Legal Services Board (LSB), I have set out responses to each of your questions below.

- Request: Does the Ministry of Justice recognise its agencies (in this case the LO) sometimes fail to do as they were designed, leading to the public searching for a remedy outside jurisdiction.
LSB response: The LSB does not hold any information as to the MoJ's view on this question. You should direct this question to the MoJ (www.gov.uk/government/organisations/ministry-of-justice).
- Request: What provisions, if any, exist to serve the same. Would you kindly identify any documents you hold dealing with the above. If such provisions exist, the LSB does not hold any information on what they may be.
LSB response: The Legal Ombudsman (www.legalombudsman.org.uk) or MoJ may be able to assist if such provisions do exist.
- Request: Where the public must follow such route, is it not incumbent on the agency to supply explanation for why it fails to resolve a complaint (and thereby assisting the complainant take the complaint outside its jurisdiction)? Would you kindly identify any documents you hold dealing with the above. This would be a matter for the agency concerned.
LSB response: The LSB does not hold any information on this matter.

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: www.legalservicesboard.org.uk/can_we_help/lb_policies_procedures/freedom_of_information/index.htm).

The reference for your request, which should be quoted in all correspondence, is: 20170803/01.