



LEGAL SERVICES
BOARD

Legal Services Board
One Kemble Street
London WC2B 4AN

www.legalservicesboard.org.uk

Fol request (Ref: 20181116-01)

Thank you for your request for information made under the Freedom of Information Act 2000 (“FOIA”) about the Legal Services Board. For ease we quote each request you make in bold below, next to the response.

I confirm that the LSB holds the information that you have requested. This information is reasonably accessible on our website, so may be refused under section 21 FOIA. However, we have elected to provide this information in response to your request.

By way of background, I should explain that the LSB is a statutory body established under the Legal Services Act 2007 (“the Act”) as an oversight regulator of approved regulators of legal services, and must operate within the framework of that Act. In discharging its functions the LSB must act in a way which is compatible with the regulatory objectives in section 1 of the Act, this includes protecting and promoting the public interest, and protecting and promoting the interests of consumers.

1. Given the fact that LSA 2007 (A) explicitly prohibits LSB from exercising its powers to give directions to a legal regulator to take steps in respect of a disciplinary case or other regulatory proceedings: and (B) does not allow LSB jurisdiction to review either the legal regulator’s decisions or processes regarding individual complaints, please disclose:

1.1 What specific acts of the legal services regulators the LSB supervises

The LSB makes statutory decisions under the Act on applications to make changes to approved regulators’ regulatory arrangements and practising fees, and for designation as licensing bodies and regulators of reserved legal activities.

The LSB holds approved regulators to account for their performance through our regulatory performance assessment framework under which we monitor, review and assess them – further details at answer 1.2.

The LSB makes, and monitors compliance with, the Internal Governance Rules made under the Act to ensure independent regulation of legal services through the separation of approved regulators’ regulatory and representative functions.

1.2 How the LSB supervises acts of the legal services regulators and what is the source of the LSB obtaining information about the acts of the legal services regulators

The LSB monitors, reviews and assesses approved regulators under a regulatory performance assessment framework which aims to ensure they meet minimum regulatory performance standards. This work is underpinned by the regulatory objectives referred to in paragraph 3 of this letter.

The regulatory performance assessment framework is on our website:

https://www.legalservicesboard.org.uk/Projects/Regulatory_Performance/Index.htm.

The following documents set out how we assess the performance of the regulators (copies enclosed):

- [Regulatory performance assessment process](#)
- [Regulatory performance assessment standards](#)
- [Performance Management Dataset template](#)

1.3 How the LSB determines that regulation in the legal sector is being carried out in public interest and legal services regulators indeed have the interest of the consumers at heart as opposed to those of the legal services providers who often are corrupt, incompetent, dishonest and cheats and legal services regulators are fraudulently and unlawfully defending such corrupt/dishonest and cheat legal services providers

See answers to 1.1 and 1.2, and paragraph 3 at the start of this letter.

1.4 How the LSB protects the public interest when it is prohibited from exercising its powers to give directions to a legal regulator to take steps in respect of a disciplinary case or other regulatory proceedings?

See answers 1.1 and 1.2 and paragraph 3 at the start of this letter. Section 32(5) of the Act expressly prohibits the LSB from giving direction or otherwise intervening in disciplinary matters or regulatory proceedings.

2. Does the LSB accept complaints from the users of the legal services who have been conned by the legal services providers and also find betrayed by the legal services regulators? If yes, what are the criteria for such a victim of the legal services providers and legal services regulator to complain to the LSB? Please let me have detailed information and required complaint form, if any, a victim of corruption/dishonesty of the legal services providers and legal services regulators could use to complain against the legal services regulators to the LSB.

No. See answer to 1.4.

3. What are the responsibilities of the LSB regarding the office of the Office of the Legal complaints?

This information is available on our website (copy enclosed):

https://www.legalservicesboard.org.uk/about_us/office_for_legal_complaints/olc_board/index.htm

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](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal complaints procedure first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is:
20181116-01.