



LEGAL SERVICES  
**BOARD**

Legal Services Board  
One Kemble Street  
London  
WC2B 4AN

[www.legalservicesboard.org.uk](http://www.legalservicesboard.org.uk)

**Ref: 20181220-01**

Thank you for your request for information about the authority which assumed responsibility for Legal Services Ombudsman.

Please note this information is set out in the Legal Services Act (the Act). Part 6, section 157 of the Act sets out the 'Effect on existing arrangements for redress':

<http://www.legislation.gov.uk/ukpga/2007/29/part/6/crossheading/effect-on-existing-arrangements-for-redress-etc>.

The authority which now deals with complaints about legal services providers is the Legal Ombudsman (LeO) ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). The LeO was established by the Office for Legal Complaints (OLC), under the Legal Services Act 2007 and began accepting complaints on 6 October 2010.

For background information, the Legal Services Board does have certain responsibilities in respect of the OLC, which is the body established to set up and administer the Legal Ombudsman scheme, however, our responsibilities do not extend to the day to day operation of the Legal Ombudsman scheme. The OLC is the Board of the LeO. It is responsible for establishing the LeO scheme, creating its rules and overseeing its performance.

The Ministry of Justice ([www.gov.uk/government/organisations/ministry-of-justice](http://www.gov.uk/government/organisations/ministry-of-justice)) may be able to help in identifying if any authority holds information held by the Legal Services Ombudsman.

If you are dissatisfied with the handling of your request, 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:  
20181220-01.