

By e-mail only

Sarah Chambers
Chair
Legal Services Consumer Panel



**LEGAL SERVICES
BOARD**

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Dear Sarah

Thank you for sharing a copy of your report on standardisation in advance of publication, and notifying us of recommendations for the LSB.

We agree that standardisation should be considered as a tool both when there is evidence that current information remedies are not sufficient to support consumers to understand the choices that are available to them, and where regulators are highlighting a reduction in consumer protection.

From our work to review first-tier complaints handling by the regulators, we share your concerns about current complaints signposting. We agree that standardisation should be explored to address deficiencies in the information provided to consumers here and will consider this further as we continue our work on first-tier complaints.

You also recommended that we ensure standardisation is considered in relation to our work on transparency and quality indicators.

In our policy statement on empowering consumers, regulators are expected to take steps to ensure that information provided to consumers is clear, comprehensible and easy to compare. Regulators are also encouraged to work in collaboration where this may lead to more effective and proportionate activities. We set out clearly though that regulators may adopt different approaches to meet the outcomes, so it follows that standardising information may not be the appropriate solution in every circumstance.

We will include your recommendation as an item on the agenda for the next meeting of the Market Transparency Co-ordination and Oversight Group in December and we will encourage regulators to consider how they will take account of your findings on standardisation and its benefits for consumers.

We also look forward to discussing your work on contextualisation, which we expect may have links to this advice on standardisation.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Matthew Hill', with a stylized flourish at the end.

Matthew Hill
Chief Executive

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