

By Email

13 May 2026

Dear Monisha

Voluntary Assurance: June 2026

I hope you're well.

This Voluntary Assurance letter follows the Office for Legal Complaints (OLC) board meeting on 17th June. As with my previous letter, it forms three parts:

- Transformation
- Performance
- Insights

Transformation

Our board meeting focused on an early conversation on the objectives for our 2027-30 Strategic Plan. This plan is integral to fulfilling our vision to transform the Legal Ombudsman (LeO).

We discussed potential objectives for this three-year period. This included our role building trust and confidence in legal services. This ranges from improving the consumer experience of LeO, improving Tier 1 complaints handling, and capturing and sharing data and insights to support legal providers, regulators and the overarching system. Insights could help to identify emerging issues, mitigate risks and identify systemic unfairness.

The OLC discussed activities which could support these objectives, including data, handling in-depth investigations and the model complaints procedure. The board also discussed how the enablers would support this activity.

This is building to an important discussion in the autumn with the Legal Services Board (LSB), where four artefacts will come together: the outcome of the consultation on Scheme Rules, progress on transformation (including funding approval for design), the 2027-28 budget acceptance criteria and consultation on the strategic plan.

We are grateful for the continued support of the LSB on this journey.

Performance

While we did not discuss current performance at this month's board meeting, we did approve the 2025-26 Annual Report and Accounts. This provided a moment to reflect on where LeO is at. The annual report shows LeO's performance improvement in some areas but, overall, given increases in demand it amplifies the need for transformation.

Insights

Our board did not receive an update on casework insights at this meeting, but I have discussed with the Chief Ombudsman a regular report to the OLC which provides data, insights and assurance against the regulatory objectives. This will start next month and develop over time, and I would welcome your feedback on it.

At our next board, we will continue discussions on the Strategic Plan, with a particular focus on benefits realisation and risk, alongside transformation governance and reviewing a new performance scorecard.

As ever,

A handwritten signature in grey ink, appearing to be 'Ric Blakeway', with a stylized loop and a trailing line.

Ric Blakeway

Office for Legal Complaints, Chair