

News

Familiarise yourselves with new ombudsman rules

10 November 2022

The Legal Ombudsman (LeO) has consulted on a number of changes to its scheme rules in a bid to drive efficiency, help reduce wait times, and ensure the right outcome can be reached at earliest possible opportunity.

LeO received significant positive feedback from a wide range of stakeholders, with the final proposals being approved by Legal Services Board in July 2022.

The new rules will go live on **1 April 2023** and LeO is keen for you to look at what's being proposed so that you know what it means for you and how it might affect you.

It has therefore [published the changes to its rules](https://www.legalombudsman.org.uk/information-centre/news/changes-to-the-legal-ombudsmans-scheme-rules/) ahead of April. Further guidance will also become available in due course.