



News

Find out more about Legal Ombudsman scheme rules changes

01 March 2023

Changes to the Legal Ombudsman's (LeO's) scheme rules come into effect on 1 April.

These could affect you and the way you work, especially in relation to the quality of service you provide to clients.

LeO has therefore produced a range of resources to outline how this might impact on you and your business.

[Guidance on the changes](https://www.legalombudsman.org.uk/media/xfrfzben/guidance-scheme-rules-april-2023.pdf)

[\[https://www.legalombudsman.org.uk/media/xfrfzben/guidance-scheme-rules-april-2023.pdf\]](https://www.legalombudsman.org.uk/media/xfrfzben/guidance-scheme-rules-april-2023.pdf): this document outlines the key changes to the rules and includes suggested wording for use in client care letters - both before and after the changes have gone live.

[Scheme Rules FAQs](https://www.legalombudsman.org.uk/information-centre/news/updated-scheme-rules-faqs-april-2023/) [\[https://www.legalombudsman.org.uk/information-centre/news/updated-scheme-rules-faqs-april-2023/\]](https://www.legalombudsman.org.uk/information-centre/news/updated-scheme-rules-faqs-april-2023/)

: this is an updated version of the existing scheme rules FAQs, but includes information relating to the application of the amended rules. This is for complaints received on or after 1 April 2023, and also includes some case studies to illustrate the guidance provided.

[Scheme Rules](https://www.legalombudsman.org.uk/information-centre/corporate-publications/scheme-rules/) [\[https://www.legalombudsman.org.uk/information-centre/corporate-publications/scheme-rules/\]](https://www.legalombudsman.org.uk/information-centre/corporate-publications/scheme-rules/): this page includes both the current rules and the amended scheme rules which applies to complaints received from 1 April 2023.

Alongside this work, LeO has also developed a one-page consumer leaflet outlining how and when it can help. This is to make sure consumers contact it at the right time - after a service provider has had a chance to address their complaint.

The leaflet is available to download from its website in [English](https://www.legalombudsman.org.uk/media/iwidgg3q/here-if-you-need-us-final-leaflet-220124.pdf) [\[https://www.legalombudsman.org.uk/media/iwidgg3q/here-if-you-need-us-final-leaflet-220124.pdf\]](https://www.legalombudsman.org.uk/media/iwidgg3q/here-if-you-need-us-final-leaflet-220124.pdf) and [Welsh](https://www.legalombudsman.org.uk/media/higoe0fn/here-if-you-need-us-leaflet-welsh-220124.pdf) [\[https://www.legalombudsman.org.uk/media/higoe0fn/here-if-you-need-us-leaflet-welsh-220124.pdf\]](https://www.legalombudsman.org.uk/media/higoe0fn/here-if-you-need-us-leaflet-welsh-220124.pdf). Service providers are responsible for meeting any additional accessibility needs their individual customers may have.

It has also set up a dedicated email address for enquiries relating to the new Scheme Rules: Anyone that has any queries regarding the changes or if they would like to talk to one an Ombudsman about the application

of the new rules they can email SRenquiries@legalombudsman.org.uk
[\[mailto:SRenquiries@legalombudsman.org.uk\]](mailto:SRenquiries@legalombudsman.org.uk).