

News

Find out more about Legal Ombudsman scheme rules changes

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Changes to the Legal Ombudsman's (LeO's) scheme rules came 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 now 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): 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-](https://www.legalombudsman.org.uk/information-centre/news/updated-scheme-rules-faqs-april-2023/)

[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, 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.

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 and Welsh. 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).