



News

Ombudsman PO Box change and courses

07 February 2024

The Legal Ombudsman (LeO) has changed its PO box address, which you might have in your complaint's materials for clients.

Further information is in the [news article](https://www.legalombudsman.org.uk/information-centre/news/legal-ombudsman-change-of-postal-address/) [\[https://www.legalombudsman.org.uk/information-centre/news/legal-ombudsman-change-of-postal-address/\]](https://www.legalombudsman.org.uk/information-centre/news/legal-ombudsman-change-of-postal-address/) on the Ombudsmen's website, which confirms the changes that have been made and provide links to some of the documents which have been amended. This includes its '[here if you need us](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) leaflet that service providers have been sending to clients as part of their complaint process.

If you have any questions about the changes, or need further clarity on what is required, contact the Legal Ombudsman at: enquiries@legalombudsman.org.uk [\[mailto:enquiries@legalombudsman.org.uk\]](mailto:enquiries@legalombudsman.org.uk).

The Ombudsman is also running a [number of courses over the coming months](http://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/training-and-events/) [\[http://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/training-and-events/\]](http://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/training-and-events/) that you might find useful. In February and March these are:

- 21 February, 10:00-11:00 - LeO Myth Busters
- 12 March, 17:00-18:00 - A practical approach to determining remedies
- 20 March, 10:00-12:00 - Complaints handling webinar – Family Law Wills and Probate