

**NOTICE (01.04.2023)**

The Legal Ombudsman (an independent complaints body which investigates complaints from consumers about their legal service providers in England and Wales) is introducing updated Scheme Rules, effective from 1<sup>st</sup> April 2023.

A key change relates to the timescale to refer complaints to the Legal Ombudsman – this is reducing to within 1 year from the date of the act or omission about which you are concerned or within 1 year from when you should reasonably have known there was cause for complaint.

The requirement to refer complaints to the Legal Ombudsman within 6 months of receiving a final response from the firm about a complaint will remain the same under the new Rules.

The Legal Ombudsman will have discretion to extend the timescale beyond 1 year where it considers it would be fair and reasonable to do so, however this will not be a given and will be considered on a case-by-case basis.

For more information, please refer to our internal Complaints Procedure. To view the Rules in full, please see the [Scheme Rules](#) on the Legal Ombudsman's website.