



# Legal Services Act 2007

## 2007 CHAPTER 29

### PART 6

#### LEGAL COMPLAINTS

##### *The Office for Legal Complaints*

#### **114 The Office for Legal Complaints**

- (1) There is to be a body corporate called the Office for Legal Complaints (in this Act referred to as “the OLC”).
- (2) Schedule 15 is about the OLC.

#### **115 The ombudsman scheme**

- (1) The scheme provided for by this Part is to be administered by the OLC in accordance with this Part and with scheme rules made under this Part.
- (2) In this Part “scheme rules” means rules made by the OLC.
- (3) The scheme is to be operated under a name (which must include the word “ombudsman”) chosen by the OLC, and is referred to in this Act as “the ombudsman scheme”.

#### **116 General obligations**

- (1) In discharging its functions the OLC must comply with the requirements of this section.
- (2) The OLC must, so far as is reasonably practicable, act in a way—
  - (a) which is compatible with the regulatory objectives, and
  - (b) which it considers most appropriate for the purpose of meeting those objectives.

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*Changes to legislation: There are currently no known outstanding effects for the Legal Services Act 2007, Cross Heading: The Office for Legal Complaints. (See end of Document for details)*

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- (3) The OLC must have regard to any principles appearing to it to represent the best practice of those who administer ombudsman schemes.

#### **117 Corporate governance**

In managing its affairs, the OLC must have regard to such generally accepted principles of good corporate governance as it is reasonable to regard as applicable to it.

#### **118 Annual report**

- (1) The OLC must prepare a report (“the annual report”) for each financial year.
- (2) The annual report must deal with—
  - (a) the discharge of the functions of the OLC,
  - (b) the extent to which, in the OLC's opinion, the OLC has met the regulatory objectives, and
  - (c) such other matters as the Board may from time to time direct.
- (3) The OLC must include in the annual report a copy of the report prepared by the Chief Ombudsman under section 123 for the financial year in question.
- (4) As soon as reasonably practicable after the end of each financial year, the OLC must give the Board a copy of the annual report prepared for that year.
- (5) The Board must give a copy of the annual report to the Lord Chancellor.
- (6) The Lord Chancellor must lay a copy of the annual report before Parliament.
- (7) In this section “financial year” means—
  - (a) the period beginning with the day on which the OLC is established and ending with the next following 31 March, and
  - (b) each successive period of 12 months.

#### **119 Supplementary powers**

The OLC may do anything calculated to facilitate, or incidental or conducive to, the carrying out of any of its functions.

#### **120 Reporting to the Board**

- (1) The Board may require the OLC to prepare and give the Board, within a specified period, a report in respect of any specified matter relating to the functions of the OLC.
- (2) In subsection (1) “specified” means specified in the requirement.
- (3) The Board must publish any report given to it under this section.

#### **121 Performance targets and monitoring**

- (1) The Board may—
  - (a) set one or more performance targets relating to the performance by the OLC of any of its functions, or

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- (b) direct the OLC to set one or more performance targets relating to the performance by the OLC of any of its functions.
- (2) A direction under subsection (1)(b) may impose conditions with which the performance targets must conform.
- (3) The Board must publish any target set or direction given by it under this section.
- (4) The OLC must publish any target set by it pursuant to a direction under subsection (1)(b).
- (5) The Board may take such steps as it regards as appropriate to monitor the extent to which any performance target set under this section is being, or has been, met.

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