



# Legal Profession and Legal Aid (Scotland) Act 2007

2007 asp 5

## [<sup>F1</sup>PART 2A

### SPECIAL PROVISION FOR LICENSED PROVIDERS

#### [<sup>F1</sup>57A Complaints about licensed providers

- (1) Parts 1 and 2 apply in relation to complaints made about licensed legal services providers as they apply in relation to complaints made about practitioners.
- (2) Subsection (1) is subject to—
  - (a) subsections (3) and (4), and
  - (b) such further modification to the operation of Parts 1 and 2 as the Scottish Ministers may by regulations make for the purposes of—
    - (i) subsection (1),
    - (ii) section 57B(4) and (5).
- (3) In relation to a services complaint about a licensed provider, its approved regulator is to be regarded as the relevant professional organisation.
- (4) A conduct complaint may not be made about a licensed provider, but—
  - (a) such a complaint may be made about a practitioner within such a provider,
  - (b) the provisions relating to such a complaint remain (subject to such modification as to those provisions as is made under subsection (2)(b)) applicable for the purposes of section 57B(4) and (5).
- (5) Where an approved regulator receives (from a person other than the Commission) a complaint about the conduct of, or any services provided by, a practitioner within one of its licensed providers, the approved regulator must without delay send to the Commission the complaint and any material that accompanies it.]

**Changes to legislation:** *Legal Profession and Legal Aid (Scotland) Act 2007, Section 57A is up to date with all changes known to be in force on or before 26 May 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

### Textual Amendments

- F1** Pt. 2A inserted (1.4.2011 for specified purposes, 2.7.2012 in so far as not already in force) by [Legal Services \(Scotland\) Act 2010 \(asp 16\)](#), **ss. 81**, 150(2) (with [ss. 30\(3\)](#), [60\(3\)](#), [89](#), [121\(5\)](#), [124\(3\)](#)); [S.S.I. 2011/180](#), art. 3, Sch.; [S.S.I. 2012/152](#), art. 2, Sch. (with art. 3)

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[View outstanding changes](#)

**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Sch. 1 para. 2(6)(ba) inserted by [2010 asp 16 s. 118\(4\)](#)