



# Legal Services Act 2007

## 2007 CHAPTER 29

### PART 6

#### LEGAL COMPLAINTS

##### *Complaints procedures of authorised persons*

#### **112 Complaints procedures of authorised persons**

- (1) The regulatory arrangements of an approved regulator must make provision requiring each relevant authorised person—
  - (a) to establish and maintain procedures for the resolution of relevant complaints, or
  - (b) to participate in, or make arrangements to be subject to, such procedures established and maintained by another person,and provision for the enforcement of that requirement.
- (2) The provision made for the purposes of subsection (1) must satisfy such requirements as the Board may, from time to time, specify for the purposes of that subsection.
- (3) In this section—

“relevant authorised person”, in relation to an approved regulator, means a person in relation to whom the approved regulator is a relevant approved regulator;

“relevant complaint”, in relation to a relevant authorised person, means a complaint which—

  - (a) relates to an act or omission of that person, and
  - (b) may be made under the scheme provided for by this Part.
- (4) The Board must publish any requirements specified by it for the purposes of subsection (2).
- (5) This section applies in relation to the licensing rules of the Board as it applies in relation to the regulatory arrangements of an approved regulator except that

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

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subsection (3) has effect as if for the definition of “relevant authorised person” there were substituted—

““relevant authorised person”, in relation to the Board, means a person licensed by the Board under Part 5;”.

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**Commencement Information**

- I1** S. 112 partly in force; s. 112 not in force at Royal Assent see s. 211; s. 112(2)(4) in force at 1.1.2009 by [S.I. 2008/3149, art. 2\(e\)\(i\)](#)
- I2** S. 112(1)(3) in force at 6.10.2010 by [S.I. 2010/2089, art. 2\(a\)](#)

**Changes to legislation:**

There are currently no known outstanding effects for the Legal Services Act 2007, Cross  
Heading: Complaints procedures of authorised persons.