



# Legal Services Act 2007

## 2007 CHAPTER 29

### PART 6

#### LEGAL COMPLAINTS

##### *Overview of the scheme*

#### 113 Overview of the scheme

- (1) This Part provides for a scheme under which complaints which—
  - (a) relate to an act or omission of a person (“the respondent”) in carrying on an activity, and
  - (b) are within the jurisdiction of the scheme (see section 125),may be resolved quickly and with minimum formality by an independent person.
- (2) Under the scheme—
  - (a) redress may be provided to the complainant, but
  - (b) no disciplinary action may be taken against the respondent.
- (3) Section 157 prevents provision relating to redress being included in the regulatory arrangements of an approved regulator, or licensing rules made by the Board in its capacity as a licensing authority.
- (4) But neither the scheme nor any provision made by this Part affects any power of an approved regulator, or the Board in its capacity as a licensing authority, to take disciplinary action.
- (5) “Disciplinary action” means the imposition of sanctions, in respect of a breach of conduct rules or discipline rules, on a person who is an authorised person in relation to an activity which is a reserved legal activity.