



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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- (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.