



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

Status: This is the original version (as it was originally enacted).

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;”.