



Legal Services Act 2007

2007 CHAPTER 29

PART 6

LEGAL COMPLAINTS

Jurisdiction and operation of the ombudsman scheme

125 Jurisdiction of the ombudsman scheme

- (1) A complaint which relates to an act or omission of a person (“the respondent”) in carrying on an activity is within the jurisdiction of the ombudsman scheme if—
 - (a) the complaint is not excluded from the jurisdiction of the scheme by section 126, or by scheme rules made under section 127,
 - (b) the respondent is within section 128, and
 - (c) the complainant is within section 128 and wishes to have the complaint dealt with under the scheme.
- (2) In subsection (1) references to an act or omission include an act or omission which occurs before the coming into force of this section.
- (3) The right of a person to make a complaint under the ombudsman scheme, and the jurisdiction of an ombudsman to investigate, consider and determine a complaint, may not be limited or excluded by any contract term or by notice.

Modifications etc. (not altering text)

- C1** S. 125 modified (20.1.2015) by [The Legal Services Act 2007 \(Commencement No. 12, Supplementary and Transitory Provision\) Order 2014 \(S.I. 2014/3307\)](#), arts. 1(1), 3

Commencement Information

- II** S. 125 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, Section 125.