



Legal Services Act 2007

2007 CHAPTER 29

PART 6

LEGAL COMPLAINTS

Jurisdiction and operation of the ombudsman scheme

126 Complaints excluded because respondent's complaints procedures not used

- (1) A complaint is excluded from the jurisdiction of the ombudsman scheme if the complainant has not first used the respondent's complaints procedures in relation to the complaint.
- (2) The respondent's complaints procedures are the procedures established by the respondent, or which the respondent participates in or is subject to, in accordance with regulatory arrangements (or licensing rules of the Board) made in accordance with section 112.
- (3) Scheme rules may provide that subsection (1) does not apply in specified circumstances.