



2016 CHAPTER 14

PART 3

COMPLAINTS AGAINST SOLICITORS

Complaints procedures for solicitors

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29.—(1) The Law Society must make regulations requiring every solicitor—

- (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 such person or body as may be specified in the regulations,

and provision must be made in the regulations for the enforcement of that requirement.

(2) The Law Society must make regulations requiring every solicitor to provide the Law Society with such information about the number of relevant complaints made in relation to that solicitor as may be specified in the regulations.

(3) The Law Society must consult the Legal Services Oversight Commissioner before making regulations under subsections (1) and (2).

(4) Regulations made under subsections (1) and (2) must be made with the concurrence of the Lord Chief Justice.

(5) In subsection (1) “relevant complaint” means a complaint which relates to professional services provided by a solicitor.