

*These notes refer to the Legal Services Act 2007 (c.29)  
which received Royal Assent on 30th October 2007*

# **LEGAL SERVICES ACT 2007**

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## **EXPLANATORY NOTES**

### **COMMENTARY ON SECTIONS**

#### **Part 6: Legal Complaints**

##### **Complaints Handling – the new system**

###### ***Section 131: Acts and omissions by employees etc***

344. This section establishes vicarious responsibility in respect of matters which are the subject of complaints. Any act or omission by an employee which is in the course of their employment will, for the purposes of the ombudsmen scheme, be treated as an act or omission on the part of the employer as well as the employee. Similarly, an act or omission by a partner in a partnership, in the course of carrying on the partnership's normal business in the usual way, will be treated as an act or omission of the partnership, unless the partner had no authority to act for the partnership and this was known to the person seeking to rely on the partnership's liability.