



# Legal Services Act 2007

## 2007 CHAPTER 29

### PART 6

#### LEGAL COMPLAINTS

##### *The ombudsmen*

#### **122 Appointment of the Chief Ombudsman and assistant ombudsmen**

- (1) The OLC—
  - (a) must appoint a person to act as Chief Ombudsman for the purposes of the ombudsman scheme, and
  - (b) may, with the consent of the Chief Ombudsman, appoint one or more other persons to act as assistant ombudsmen for those purposes.
- (2) The person appointed under subsection (1)(a) must be a lay person.
- [<sup>F1</sup>(3) It is a condition of appointment under subsection (1)(b) that the person appointed must not during the appointment carry on for or in expectation of any fee, gain or reward—
  - (a) any activity which is a reserved legal activity, or
  - (b) a regulated claims management activity (within the meaning given by section 417(1) of the Financial Services and Markets Act 2000 (definitions))]
  - (4) Each person appointed under subsection (1)(a) or (b) must be a person appearing to the OLC to have appropriate qualifications and experience to act as an ombudsman for the purposes of the ombudsman scheme.
  - (5) In this Act a reference to an “ombudsman” (except in the expressions “ombudsman scheme”, “Chief Ombudsman” and “assistant ombudsman”) is a reference to the Chief Ombudsman or an assistant ombudsman.
  - (6) A person's appointment as Chief Ombudsman ceases if that person ceases to be a lay person.

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*Changes to legislation: There are currently no known outstanding effects for the Legal Services Act 2007, Cross Heading: The ombudsmen. (See end of Document for details)*

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- (7) The terms and conditions on which a person is appointed as an assistant ombudsman must specify the consequences of a breach of the condition imposed by subsection (3).
- (8) Subject to that, a person's appointment as an ombudsman is to be on such terms and conditions (including terms as to the duration and termination of a person's appointment and as to remuneration) as the OLC considers—
  - (a) consistent with ensuring the independence of the person appointed, and
  - (b) otherwise appropriate.
- (9) Appointment as an ombudsman does not confer the status of Crown servant.
- (10) In this section “lay person” has the same meaning as in Schedule 15.

**Textual Amendments**

- F1** S. 122(3) substituted (29.11.2018 for specified purposes, 1.4.2019 in so far as not already in force) by [The Financial Services and Markets Act 2000 \(Claims Management Activity\) Order 2018 \(S.I. 2018/1253\)](#), arts. 1(2)(3), **95(3)**

**123 Annual report of Chief Ombudsman**

- (1) The Chief Ombudsman must prepare a report for each financial year on the discharge of the functions of the ombudsmen.
- (2) A report under this section must comply with any requirements specified by the OLC.
- (3) The OLC must publish any requirements specified for the purposes of subsection (2).
- (4) As soon as reasonably practicable after the end of each financial year, the Chief Ombudsman must give the OLC a copy of the report prepared under this section for the year.
- (5) In this section “financial year” has the meaning given by section 118(7).

**124 Additional reports of Chief Ombudsman**

- (1) The OLC may require the Chief Ombudsman to prepare and give the OLC, within a specified period, a report in respect of any specified matter relating to the functions of the ombudsmen.
- (2) In subsection (1) “specified” means specified in the requirement.

**Changes to legislation:**

There are currently no known outstanding effects for the Legal Services Act 2007, Cross  
Heading: The ombudsmen.