



Legal Services Act 2007

2007 CHAPTER 29

PART 7

FURTHER PROVISIONS RELATING TO THE BOARD AND THE OLC

Voluntary arrangements

164 Power to establish voluntary scheme for resolving complaints

- (1) This section and section 166 provide for a scheme under which legal services complaints may be resolved quickly and with minimum formality by an independent person.
- (2) The OLC may make rules (“voluntary scheme rules”) establishing such a scheme (“the voluntary scheme”), but only in relation to such kinds of legal services complaints as may be specified by order made by the Lord Chancellor for the purposes of this section.
- (3) An order under subsection (2) may in particular specify a kind of legal services complaint by reference to the description of the complainant, of the respondent, or of the legal services to which the complaint relates.
- (4) “Legal services complaint” means a complaint which relates to an act or omission of an eligible person (“the respondent”) in the course of that person providing legal services.
- (5) For that purpose a person is eligible if at the time the act or omission took place there was no activity in relation to which the person—
 - (a) was an authorised person, or
 - (b) is to be regarded as having been such a person by virtue of section 129.
- (6) Under the voluntary scheme—
 - (a) redress may be provided to the complainant, but
 - (b) no disciplinary action may be taken against the respondent.

Changes to legislation: There are currently no known outstanding effects for the Legal Services Act 2007, Section 164. (See end of Document for details)

- (7) Voluntary scheme rules may confer functions on ombudsmen for the purposes of the voluntary scheme.
- (8) Section 131 applies for the purposes of the voluntary scheme as it applies for the purposes of the ombudsman scheme.
- (9) Sections 155 and 156 apply in relation to voluntary scheme rules as they apply in relation to scheme rules.
- (10) In this section—
 - “legal services” means services provided by a person which consist of or include legal activities carried on by, or on behalf of, that person;
 - “the voluntary scheme” and “voluntary scheme rules” have the meaning given by subsection (2).

Commencement Information

II S. 164 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 164.