

Submitted online¹

Date: 21 December 2023

BAR STANDARDS BOARD RESPONSE: THE OFFICE FOR LEGAL COMPLAINTS/LEGAL OMBUDSMAN DRAFT STRATEGY AND BUSINESS PLAN 2024/27

Strategic objective for LeO's service and 2024/25 plans

1. Do you support the OLC's draft strategic objective for LeO's service and supporting aims? What would success look like to you as we move from 2024 to 2027?

1. The Bar Standards Board (BSB) welcomes and supports the OLC's service oriented strategic objective and aims for LeO.
2. The ambitions that LeO services are efficient and proportionate, provides high quality outcomes and is accessible are essential elements for resolving consumer complaints effectively. Consumers expect their complaints to be heard on time, and their case and grievance to be fully explored with fair conclusions.

2. Do you support our proposed plans for this first year of the strategy, 2024/25? Is there anything on your horizon that you think could influence demand for LeO's service?

3. The BSB is supportive of LeO's plans for 2024/25. As you will be aware, LSB has proposed new complaints rules, guidance, and a policy statement for legal services regulators, which could potentially impact demand, once in place.

Strategic objective for LeO's impact and 2024/25 plans

3. Do you support the OLC's draft strategic objective for LeO's impact and supporting aims? What opportunities do you see for strategic alignment and collaboration? What would success look like to you as we move from 2024 to 2027?

4. The BSB is broadly supportive of the OLC's strategy for improving LeO's impact and supporting aims.
5. We see potential opportunities for further collaboration between the BSB and LeO as part of this strategy and are pleased to see LeO's focus on working more closely with others.

¹ At: <https://www.legalombudsman.org.uk/information-centre/corporate-publications/olc-strategy-2024-27/>

4. Do you support our proposed plans for this first year of the strategy, 2024/25?

6. We are supportive of LeO's plans for 2024/25. We particularly welcome's LeO's focus on seeking to improve engagement with legal services regulators.
7. Providing constructive feedback and areas for improvement are aims we welcome.

Budget

5. Do you support the proposed 2024/25 budget for LeO?

8. The BSB notes LeO's budget and welcomes the continued value-for-money approach that LeO is maintaining in delivering its services and impact.

6. How might LeO's funding arrangements need to evolve over the course of the strategy – for example, what changes might be made to the case fee, and how can LeO's learning and insight programme be fairly and sustainably funded going forward?

9. No further comments.

7. Do you have any other feedback on the OLC's draft 2024-27 Strategy and 2024/25 Business Plan and Budget?

10. No further comments.