



The City of Westminster and Holborn Law Society

Role of the new Legal Ombudsman

Speaker: Adam Sampson, Legal Ombudsman

Monday, 20 September 2010

What the talk is about: The talk will explain the role of the new Legal Ombudsman, which is one of the manifestations of the Legal Services Act 2007. The LSA 2007 established the Office for Legal Complaints to administer an Ombudsman scheme to deal with all consumer complaints about legal services, and to replace the existing consumer complaints handling bodies run by approved regulators such as The Law Society.

The speaker: The talk will be given by the Chief Ombudsman of the new Legal Ombudsman Scheme, Adam Sampson. Adam has had a distinguished career in the public and voluntary sectors, most recently as Chief Executive of Shelter. Adam has also been a member of various Government Task Forces, and, in terms of non-Governmental bodies, is chair of a new housing social enterprise and a Commissioner on the UK Drugs Policy Commission.

Why members should attend: The Legal Ombudsman, which is independent from government and the legal profession, is expected to commence operations in October 2010, and will replace the way in which complaints about solicitors have been dealt with to date. The Legal Ombudsman will go about its task with substantially increased powers to those of the Legal Complaints Service, and will be funded by a combination of case fees and a levy on the profession. As it is, practitioners are required to provide clear information to their clients, both of the client's right to complain about the service the client receives, and about the process for making a complaint. So, understanding the new Ombudsman Scheme would be essential in any case for practitioners. However, the Legal Ombudsman is currently, with the support of the Law Society, asking law firms to review and, if necessary, improve their own complaints handling procedures in preparation for the new Ombudsman scheme to ensure consumers will be properly informed, which means practitioners need to understand the Ombudsman scheme as soon as possible.

This lecture will begin at 6.15 p.m. at the offices of Nabarro LLP, Lacon House, 84 Theobald's Road, WC1X 8RW. One hour of CPD is available (ref JC/CWHLS) - please give your roll number when attending. The cost is £22 for members of this Society, £36 for non members and £10 for students with refreshments available from 6.00 pm.

Roll of the new Legal Ombudsman

Please return to:

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Mrs E J Beesley, 25 Rotherwick Road, NW11 7DG
DX 33801 Golders Green

Please send me tickets @ £36 for the above lecture

Please send me tickets @ £22 for members of CWHLS

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I enclose a cheque for £ payable to the City of Westminster and Holborn Law Society

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