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Notice for clients – changes to the Legal Ombudsman's Scheme Rules

If you have received a client care letter from us which mentions your right to refer complaints to the Legal Ombudsman, then please note that from 1 April 2023 the time limits for doing so are changing and the Legal Ombudsman will expect complaints to be made within one year of the date of either (i) the act or omission about which you are concerned or (ii) you realising there was a concern. The six month period to refer your complaint after our final response remains the same.

Full details of the changes can be viewed here:

<https://www.legalombudsman.org.uk/information-centre/news/changes-to-the-legal-ombudsmans-scheme-rules/>