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CONSUMER PANEL'S REACTION TO LEGAL OMBUDSMAN PUBLISHING COMPLAINTS ANNOUNCEMENT

Reacting to the Legal Ombudsman's announcement to publish the names of lawyers who provide poor service on a quarterly basis from July 2012, Elisabeth Davies, chair of the Legal Services Consumer Panel, said:

"This is great news for consumers who tell us they feel in the dark when trying to find a good lawyer. Today's announcement means there will no longer be a hiding place for the minority in the profession who provide a poor service and fail to put things right. People use legal services at critical moments in their lives and it is entirely appropriate that those who provide these services are held accountable if they get things wrong."

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For more information, contact Steve Brooker, Consumer Panel Manager, on 020 7271 0077.

Notes to editors

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.
2. The Legal Ombudsman and the Legal Services Consumer Panel jointly commissioned qualitative research with consumers. The independent research report is available on the Panel's website:
http://www.legalservicesconsumerpanel.org.uk/publications/research_and_reports/documents/AIMR_PublishingComplaintDecisions_Report.pdf
3. The Legal Ombudsman's press statement can be found on its website:
<http://www.legalombudsman.org.uk>
4. The Panel's responses to previous consultations can be found on our website:
<http://www.legalservicesconsumerpanel.org.uk/ourwork/Complaints.html>