

Annex B

What you said you would like us to do

Key points from discussion groups held at the offices of the Legal Ombudsman on 25 February

Awareness

1. Improve accessibility of website and information provided on the LeO website.
2. Improve signposting between Ombudsman schemes and also to and from key stakeholders.

Ombudsman approach

1. Explain 'fair and reasonable' test and how this will be applied in the new area of claims management companies – for instance regarding pricing structures and possible complaints about percentage fees taken by CMCs in no win, no fee cases.
2. Be clearer about the extent to which the Ombudsman will look at negligence and improve the related guidance.

External challenges and jurisdictional boundaries

1. Understanding of the new jurisdiction of CMCs – be prepared for new industry with different practices and demographics, pressures around cost for the industry and awareness of how the market is changing
2. Funding models – evaluate the pros and cons of different models and the challenges of funding new work; e.g. claims management and potentially a voluntary scheme.

Operational effectiveness

1. Enhance ability to deal with changes in volumes.
2. Push for better use of website and enhanced technology through a web portal to improve accessibility of scheme – make it cleverer.

Feedback to the profession

1. Improve guidance about award levels to help lawyers understand outcomes as well as process.
2. Improve information on the LeO website and elsewhere to help lawyers understand processes and also provide more detailed case studies as examples.

KPIs

1. Publish a 'comparability chart' for outcomes to help LeO users check if their approach is roughly right.

2. Reduce the proportion of cases going to an Ombudsman for decision.
3. Define what quality means to the Ombudsman and work to report against this clearly.

Accessibility and EPOs

1. Look into whether there is an unconscious bias in decision making both from a consumer and lawyer perspective.
2. Consider using the British Standards Institute customer vulnerability standard.