

Consultation: Draft Office for Legal Complaints (OLC) 2025/26 Business Plan and Budget



Consultation overview

The Office for Legal Complaints (OLC) is currently consulting on its 2025/26 Business Plan and Budget for the Legal Ombudsman. 2025/26 is the second year of the OLC's 2024-27 strategy, which sets clear ambitions for the service LeO will deliver and the impact it will have by the end of March 2027.

The consultation is set against the backdrop of high demand for LeO from consumers of legal services, at a time when LeO has significantly increased the number of complaints it resolves each year.

Your feedback and ongoing support of LeO's future development is incredibly valuable, and we welcome your formal response to the consultation.

The draft business plan and budget can be found at: <https://www.legalombudsman.org.uk/who-we-are/corporate-publications/consultations/business-plan-and-budget-consultation-202526/>

You can also read the strategy at: <https://www.legalombudsman.org.uk/media/ge1fukd2/olc-2024-27-strategy-final-for-publication.pdf>

About this questionnaire

To respond to the consultation using this questionnaire we first ask you to identify who you are responding on behalf of, before posing a series of substantive questions.

The deadline for submission of responses is **12pm on Friday 13 December 2024**

If you have any questions about the consultation, please get in touch at consultations@legalombudsman.org.uk.

To begin, click **Next**.

About you



Please tell us a little bit about yourself


1. **Name** * 

Richard Hood

2. **I am responding...** * 


in a personal capacity

on behalf of an organisation

3. **Name of the organisation you are responding on behalf of** * 

(if applicable)

Cilex Regulation Limited


4. **We may publish the responses or a summary of feedback to the consultation. Please indicate below if you would prefer your name and/or response to remain anonymous.** * 

Publish my/our name but not the response


Do not publish my/our name or do not publish the response

Strategic objective and aims for LeO's service




5. **Consultation Q1:** Do you support the OLC's draft 2025/26 business plan to deliver this objective? 

CRL recognises and welcomes LeO's improving performance and supports the further action proposed within the business plan, in particular the emphasis being placed on early resolution of complaints. This is a sensible and practical approach in that it releases resource to address the increasing demand for the service, which may partly be attributed to action being taken by the regulators in implementing the LSB's statement of policy on consumer empowerment.


6. **Consultation Q2:** Do you support LeO's assessment of the need to invest in resource – and the balance of investment across improving customers' experience, helping the sector prevent demand at source, and being able to realise the benefits of technology? 

CRL recognises the continuing need to develop and improve LeO's service for the benefit of consumers, but we would have hoped that this could have been funded from smarter working and efficiency savings, for example from new technology, without having to seek further external funding. The invest to save approach is sensible but, again, the burden should not fall externally as a precept on regulators and, by implication, be an additional burden on the regulated community who are working in a difficult economic


Strategic objective and aims for LeO's impact in 2025/26

7. **Consultation Q3:** Do you support the OLC's draft business plan to deliver this objective in 2025/26? What opportunities are there for collaboration to drive higher standards and better outcomes? 

CRL does support the action within the Business Plan and welcomes all opportunities to collaborate on measures to drive high standards such as issuing guidance and setting standards. CRL will continue to work closely with all stakeholders looking to improve standards of service to consumers

8. **Consultation Q4:** Is there anything on the horizon that could influence demand for LeO's service? How could this demand be prevented at source through collaboration or targeted intervention? 

There will be impacts from legal regulators implementing of LSB statements of policy on consumer transparency and first tier complaint handling. CRL will continue to work hard to promote best practice and ethical behaviour from its regulated community, produce guidance and have enforcement procedures in

9. **Consultation Q5:** Do you agree LeO should progress plans as outlined to publish its Ombudsman decisions in full within the life of the 2024-27 strategy? What are your wider views on decision transparency, including the use of summaries, and LeO's transparency more generally? 

CRL fully supports the proposal to publish Ombudsman's decisions, thereby allow

2025/26 budget

10. **Consultation Q6:** Do you support the proposed 2025/26 budget for LeO? 

Whilst CRL appreciates the need to fund more investigator resources and welcomes the long-term approach of invest to save, the increase of 10.2% proposed is disproportionate, particularly following a similar increase last year. We would suggest that LeO re-examines its budget and looks for savings in other areas that can be reallocated rather than making a demand for more resource. In making the case for an increase to its budget, LeO should quantify the value of any operational efficiencies made in the previous financial year as well as expected savings in the coming financial year. Inclusion of the expected return on any capital investments LeO intends to make in 2025/26 would help to inform whether the proposed increase is justified.

CRL has tried hard itself to develop and improve services from within its existing budget, and spending has been maintained at the same level for many years with only a small increase [3 %] being sought this year through our PCF, which is scrutinised by the LSB. This has been achieved through prudence, achieving greater efficiencies and careful prioritisation of work. We recognise as a specialist regulator that funding comes directly from the community we regulate, who are impacted adversely by the high cost of living.

11. **Consultation Q7:** Do you agree LeO should increase its case fee to £800 as soon as possible? What wider changes should LeO consider for the level and/or structure of its case fee?




CRL notes the current case fee of £400 has remained unchanged since LeO was established. We are supportive of the 'polluter pays' principle and believe the proposal to increase the case fee is justified if this ultimately reduces the amount required through the law



Other feedback



12. Consultation Q8: Do you have any other feedback on the OLC's draft 2025/26 business plan and budget for LeO? 

We appreciate the work that the LeO does in helping to raise standards within the



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