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| Date | 12 May 2026 |
| Item | 08.00 |
| Title | LeO Model Complaints Resolution Procedure Call for Inputs |
| Author | Jonathan Levack, Director of Policy and Governance |
| Purpose | To approve CRL's draft response to the Legal Ombudsman's Call for Input |
| Recommendation | To APPROVE the draft response |
| Timing | The deadline for responses is 15 th May |
| Impact assessment | N/A |
| Impact on Regulatory Objectives | |
| Implications for resources | |
| Impact on consumer empowerment | |
| Impact on ongoing competence | |
| Publication status | For publication |
| Appendices | 08.01 Terms of Reference – not for publication |

Summary

1. The Legal Ombudsman (LeO) have been developing a model complaints resolution procedure (MRCP). LeO published a call for input to support the development of proposals in March. The call for input seeks views on how the model will work for service providers across the sector as well as the tools and guidance needed to support its use in practice. The model is intended to complement the LSB's and regulators complaint handling work. CRL has been engaging with LeO in developing their proposed procedure.
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3. We therefore recommend that the Board APPROVE CRL's response, subject to comment.