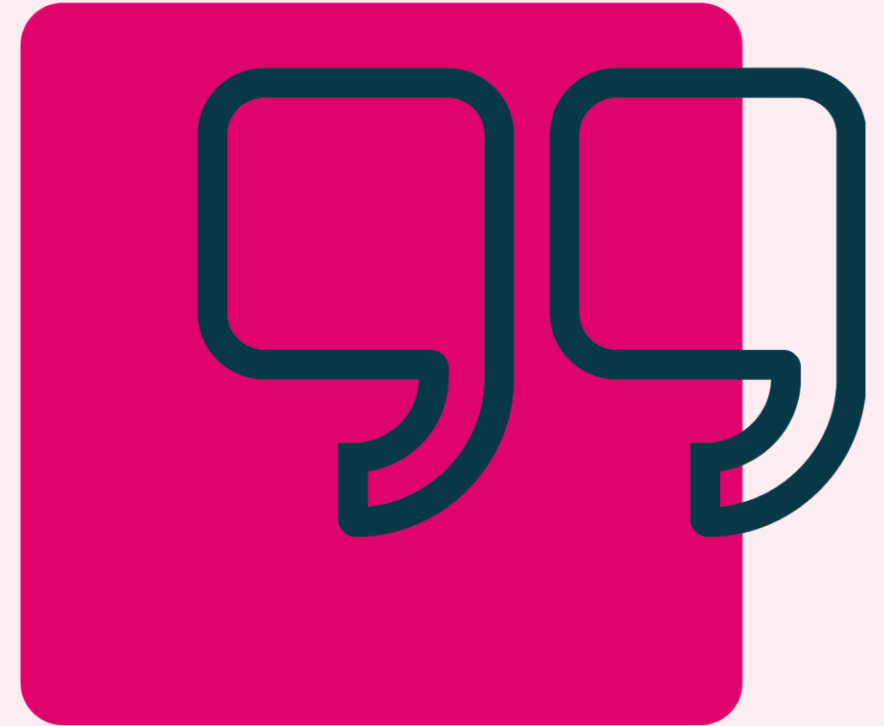


Maximising the changes of a complaint resolving at the earliest possible opportunity

Clair Daniel – Senior Ombudsman



Today's session



Maximising the chances of resolving complaints at first tier



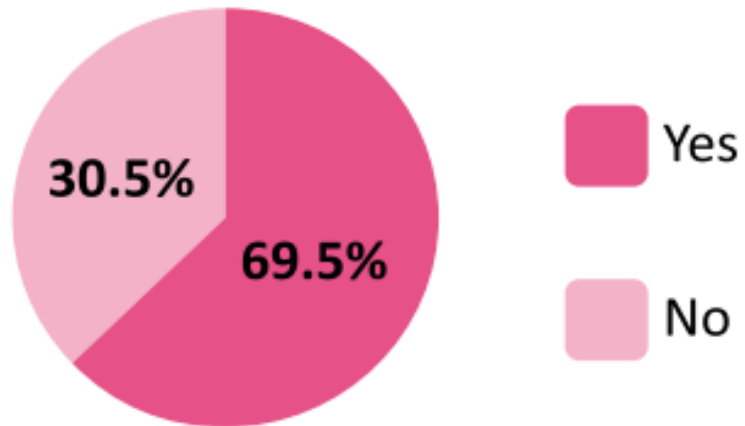
Where a tier one resolution has not been possible, improving the likelihood of a complaint being passed to LeO's Early Resolution Team



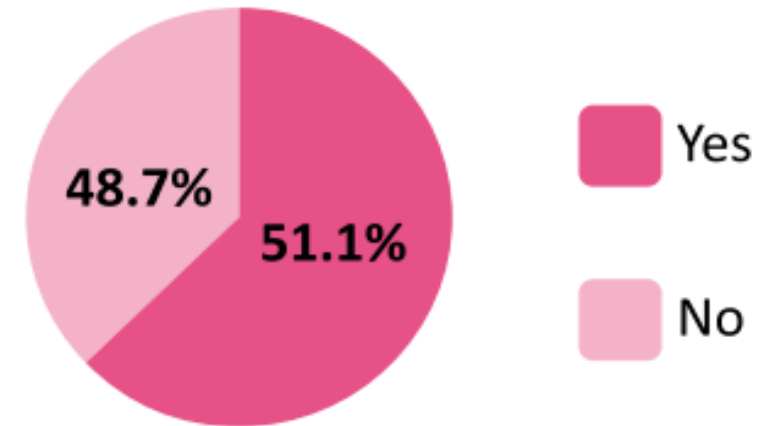
Outcomes from LeO investigations

2024-25

Where assessed, did LeO find evidence of poor service?*



Where assessed, was the legal providers' own complaints handling reasonable?*



Importance of complaint handling

Every complaint is an opportunity

The impact of poor complaint handling

Poor internal customer satisfaction

Poor external reviews

Regulatory feedback

Wasted time and cost

Dealing with the Legal Ombudsman

Case fees

Lost service opportunities

Resolving complaints at the earliest opportunity – tier one

Promotes resolution

Prompt and genuine complaints handling

An early acceptance of any service issues

Offering an appropriate remedy

An apology

Show learning and changes to process

Prevents resolution

Poor complaints handling

Not addressing all the issues

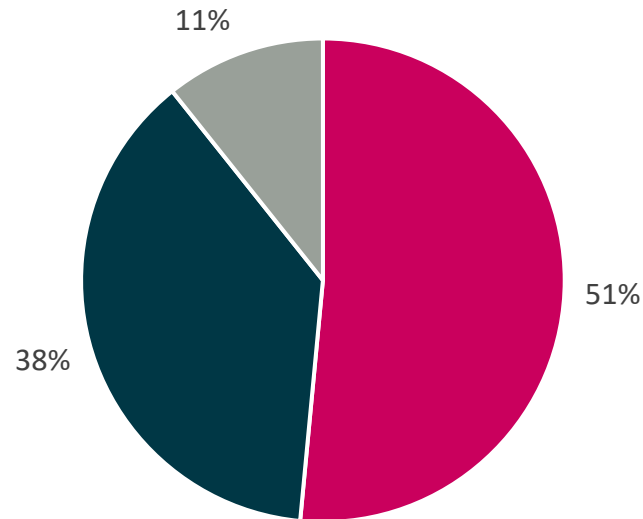
Not doing what you say you'll do

Poor or no offers of resolution

Combative or unhelpful tone

Early resolution closures

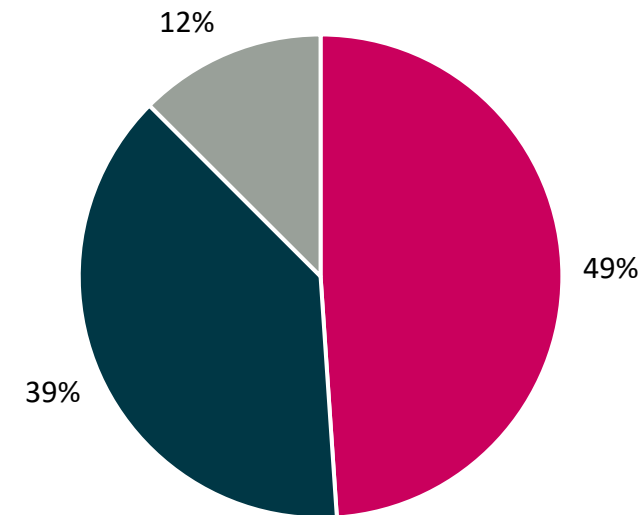
2023/24



■ Early Resolution ■ In-depth Investigation ■ Other

**4,078 Early Resolution
closures**

2024/25



■ Early Resolution ■ In-depth Investigation ■ Other

**4,046 Early Resolution
closures**

LeO's Early Resolution Team (ERT)

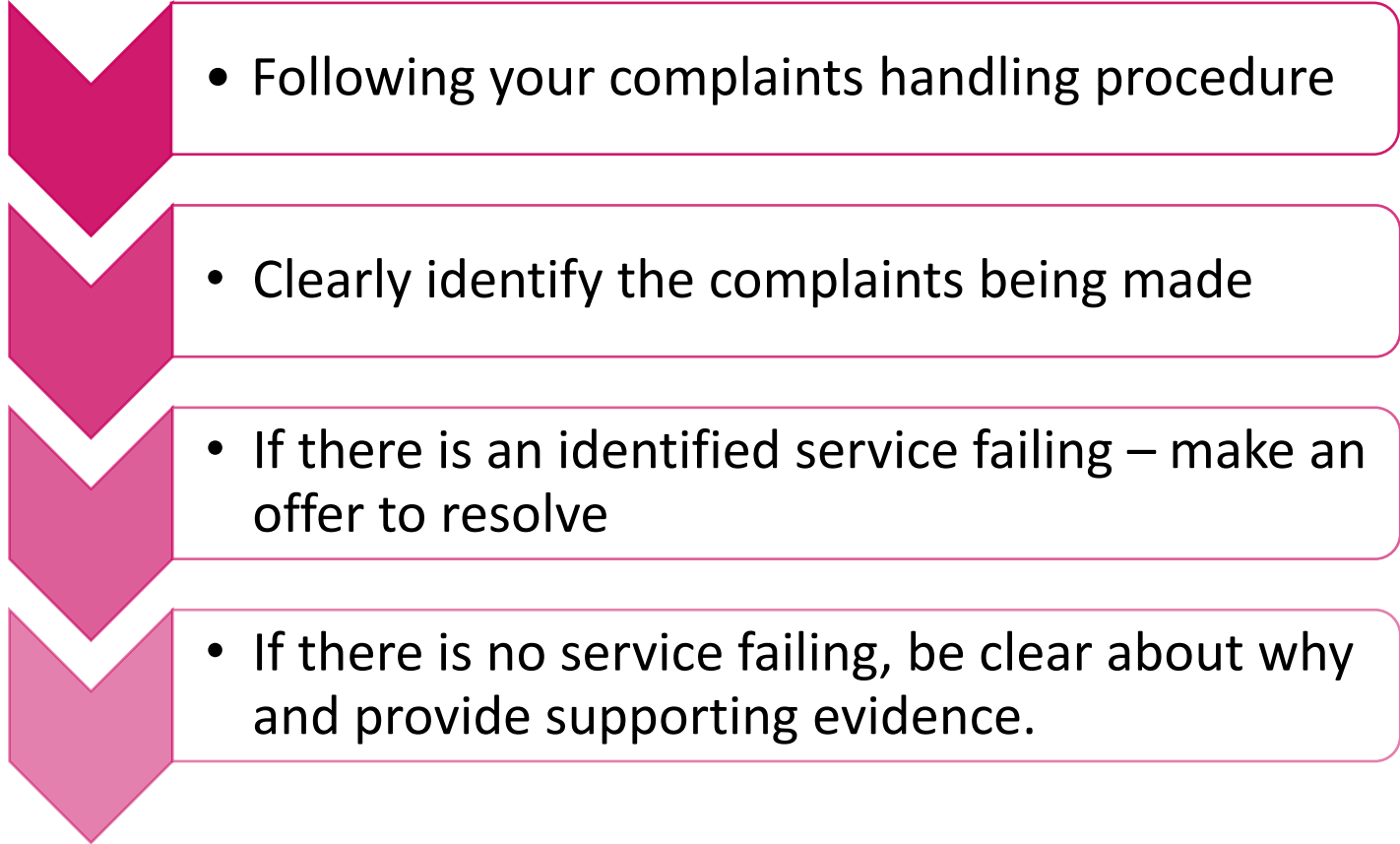
Every incoming case is reviewed, and we seek to resolve all possible cases at the earliest possible opportunity

Reasonable Offer Made

Guided Negotiation

Other 5.7 dismissals

How to improve your prospects of an escalated complaint being considered by ERT



- Following your complaints handling procedure

- Clearly identify the complaints being made

- If there is an identified service failing – make an offer to resolve

- If there is no service failing, be clear about why and provide supporting evidence.

Any questions



**You can also contact our
Technical Advice Desk at:**

technical.advice@legalombudsman.org.uk