

Mr R Powell
Chief Executive
Legal Ombudsman
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**LEGAL SERVICES
BOARD**

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26 March 2018

Dear Rob,

Scheme Rules

I'm writing to let you know that at its meeting on 22 March 2018 the Legal Services Board consented to the changes proposed to the Scheme Rules under section 155 of the Legal Services Act 2007 (the Act).

The application to amend the terminology of complaints and update the list of approved regulators was considered against the non-statutory consent criteria, as well as the consultation requirements in Section 205 of the Act. Given the nature of the changes proposed, we considered the information provided in your application met the needs of the approval criteria in a proportionate manner.

I understand you are planning on putting these changes into effect on 3 April 2018. Please note that, in accordance with section 205(6) of the Act, you are required to publish the changes before these come into effect.

I am happy to discuss the Board's decision further with you if that would be helpful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Neil', is written over a faint, light-colored signature line.

Neil Buckley
Chief Executive

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Copy to Rebecca Marsh, Chief Legal Ombudsman