

Direction 12 issued under Part 3 of Schedule 4 to the Legal Services Act 2007 to all Approved Regulators

1. This is a direction issued pursuant to paragraph 19(3) of Schedule 4 to the Legal Services Act 2007 (the “**Act**”).
2. Unless stated otherwise, words defined in the Act have the same meaning when used in this direction.
3. In accordance with paragraph 19(3) of Schedule 4 to the Act, the Board hereby directs that the following alterations to Regulatory Arrangements are exempt alterations for the purposes of paragraph 19(2)(c) of Schedule 4:
 - a) Alterations by an Approved Regulator which are explicitly and directly as a result of:
 - i. the close down of the Office of the Legal Services Ombudsman;
 - ii. to ensure effective working with the Office of the Legal Services Ombudsman in the period to March 2011 and with the Acting Legal Services Ombudsman from 1 April 2011 to 31 December 2011;
 - iii. any Commencement Order or direction from the Lord Chancellor regarding the transitional and/or the new complaints handling arrangements.
 - b) Alterations by an Approved Regulator to ensure that its Regulatory Arrangements are consistent and compliant with:
 - i. Legal Ombudsman Scheme Rules;
 - ii. LSB signposting requirements issued under section 112 (2) of the Act;provided that the alterations covered by b(i) and b(ii) have been agreed with the LSB as part of the on-going review of first-tier complaints handling.
4. This direction is to be deemed made on and to be effective from 20 August 2010.

For and on behalf of the Legal Services Board

20 August 2010