

## News

# Ombudsman provides information and help on complaints

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Before the pandemic, the Legal Ombudsman (LeO) held regular workshops around the country to help firms understand their procedures when dealing with complaints.

Lockdown prevented these from continuing, so LeO has instead produced bitesize videos to provide useful information on how they: approach complaints, determine service and apply case fees as well as information on preventing complaints and best practice complaint handling.

The videos can be found on their [training and events](https://www.legalombudsman.org.uk/information-centre/learning-resources/training-and-events/) [https://www.legalombudsman.org.uk/information-centre/learning-resources/training-and-events/] section on the website under learning resources.

It has also set up a technical advice desk for legal service providers to talk to an ombudsman about complaint handling. Further information is available on the [Ombudsman's website](https://www.legalombudsman.org.uk/information-centre/learning-resources/technical-advice-desk/) [https://www.legalombudsman.org.uk/information-centre/learning-resources/technical-advice-desk/].