
--- Press Release ---

Legal Ombudsman opens a new chapter with launch of its new three-year strategy

Today, Wanda Goldwag, the new Chair of the Office of Legal Complaints (OLC), launches the Legal Ombudsman's new strategy and business plan for 2017-20. The strategy opens a new chapter for the organisation and sets out an ambitious three-year agenda, building on the organisation's recent progress.

The strategy sets out the Legal Ombudsman's vision of providing an impartial service that is recognised as excellent, adding value to the UK's global reputation and protecting consumers by helping to improve professional standards.

In a rapidly changing external context, the strategy sets out how the Legal Ombudsman will play its part in implementing the recommendations of the Competition and Markets Authority's legal services market study. We will explore and exploit opportunities to extend consumer redress through changes to our jurisdiction and service.

The strategy signals a stronger external focus and emphasis on stakeholder engagement. This will ensure that the scheme provides more effective feedback to the sectors. A root and branch review of business processes is driving a major programme of organisational change and IT system development.

Building on research into what consumers and the sectors we serve expect of us, our customer service principles are at the heart of the new strategy, and inform our plans to improve delivery of our service.

Wanda Goldwag said "I am delighted to become Chair of the OLC. Our new strategy provides a clear direction for the work of the Legal Ombudsman. Over the next three years, we will develop our service and maximise the value the scheme offers. I look forward to meeting stakeholders over the coming months and working with them to deliver our strategy."

Chief Legal Ombudsman, Kathryn Stone OBE, said "The new strategy is a critical milestone for the Legal Ombudsman. We know what consumers and service providers want and expect from us. This strategy puts the customer service principles at the heart of everything we do. These principles will guide our delivery over the next three years as we build on the foundations we have laid."

[You can view the 2017-20 Strategy and Business Plan here](#)

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LEGAL
OMBUDSMAN

The logo for the Legal Ombudsman features the word "LEGAL" in a bold, pink, sans-serif font, with a stylized, flowing pink line that loops around the letters. Below "LEGAL", the word "OMBUDSMAN" is written in a black, all-caps, sans-serif font.

Notes to Editors:

1. The Legal Ombudsman provides a free service for consumers who wish to complain about their lawyer or Claims Management Company. They can contact the Legal Ombudsman on 0300 555 0333 or email enquiries@legalombudsman.org.uk
2. The Legal Ombudsman for England and Wales, as set up by the Office for Legal Complaints (our board) under the Legal Services Act 2007, is an independent and impartial scheme to help resolve legal service disputes. When it receives complaints, it examines the facts in each case and weighs up both sides of the story. The Ombudsman is not a consumer champion or part of the legal profession and is also independent of Government.
3. Wanda Goldwag took up the position of Chair of the OLC on 1 April 2017. The Legal Services Act 2007 requires the Legal Services Board to appoint the Chair and Members of the Office for Legal Complaints.
4. The Legal Ombudsman's budget for 2017-18 is £14.63m, £11.63m of which covers the legal jurisdiction and £3m of which covers the CMC jurisdiction. There is no cost to the taxpayer.
5. For press queries, please contact Niki McGrath, Engagement and Public Affairs Officer, at niki.mcgrath@legalombudsman.org.uk or on 0121 245 3219