



Customer Service Principles and Standards

The Legal Ombudsman is committed to delivering high quality customer services in a timely, flexible manner that meets individual needs, situations and expectations.

Our Service Principles and Standards are a reflection of our core values of being **Open, Fair, Independent and Effective**. Our Standards apply to all and show how we respect and respond to each other internally and externally with our customers and stakeholders.

The Service Principle and Standards sets out what this commitment means in practice and what our customers can expect from us.



VALUE: Open

We will always be clear with you

Our Service standards

- We will communicate using plain English so you can make appropriate, informed choices.
- We will discuss with you at the beginning what you can expect from the service we provide.
- We will explain the complaints process and keep you updated about what is happening throughout.

You can expect us to:

Communicate in a way that can be understood, avoiding using jargon, providing clear and relevant information.

Listen carefully and ask questions to understand your complaint.

Be professional and knowledgeable.

Make sure everyone is clear about our process at every stage of the complaint.



VALUE: Open

We will be understanding and approachable

Our Service standards

- We will recognise each individual's perspectives and experiences.
- We will take your individual needs into account.
- We will offer support in a variety of ways such as BrowseAloud, large print and languages other than English to help you access our service.

You can expect us to:

Be polite and treat you with respect.

Listen to you and take your views seriously.

Be empathetic and sensitive to your needs and support them.

Make reasonable adjustments for people who require them.



VALUE: Effective

We will make good use of everyone's time

Our Service standards

- We will deal with your complaint efficiently and keep you informed about progress.
- We will help both parties resolve the complaint at the earliest opportunity.
- We understand that some complaints can be complicated, we will be honest about what we can deliver.

You can expect us to:

Ensure we understand your needs and deal with your complaint promptly.

Keep you informed at all times throughout your involvement with us as to what to expect and when to expect it.

Let you know as soon as possible if we are unable to help you.



VALUE: Fair and Independent

We will be impartial, thorough and base our work on facts

Our Service standards

- We will be clear about what information we need from you.
- We will listen to what you have to say and consider relevant information provided by both parties before any final decision is reached.
- We will reach our decision based on information and what is balanced, fair and reasonable.
- We will provide a clear explanation of our decision.

You can expect us to:

Ensure we are objective, non-judgemental and fair throughout the investigation.

Help you identify what information is needed, and be clear what can be used.

Be consistent in our approach.

Communicate our decisions clearly and concisely.



VALUE: Effective

We will make a difference

Our Service standards

- We will be an independent voice and use our experience to inform debate within the legal, claims management and ombudsman sectors.
- We will help improve the complaint practices of service providers.
- We will identify the main causes of complaints and feed best practice information back to service providers.
- We will publish ombudsman decisions on our website, which will include information that is accurate, easy to find and understandable

You can expect us to:

Listen to, consider and learn from feedback we receive.

Engage with service providers to provide support based on our learning.

Provide information and learning to service providers by delivering external course.