



INVESTORS IN PEOPLE

Office of the Legal Services Complaints Commissioner

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f)

Mr Martin Glasgow
3 Tansley Court
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9 May 2007

Dear Mr Glasgow

Thank you for your letter of 5 May 2007 and various enclosures about the incident that occurred on 5 June 2006 at Chesterfield Royal Hospital.

The posts of the Legal Services Ombudsman and the Legal Services Complaints Commissioner for England and Wales are currently held by Zahida Manzoor. The two roles are distinct and governed by different legislation. Each role has different powers.

The Legal Services Ombudsman is empowered to investigate individual complaints about the way in which the Legal Complaints Service handles complaints about solicitors. The Legal Complaints Service is part of the Law Society but operates independently.

If you are not satisfied with the way in which your solicitor has handled your case you should firstly consider taking the matter up with the Legal Complaints Service. If you are still not satisfied, after it has completed its investigations and given you a decision, you should then contact the Legal Services Ombudsman.

The powers of the Legal Services Complaints Commissioner relate to the improvement of the complaints handling system of the Law Society, the Legal Complaints Service and do not extend to consideration of individual cases. Staff are not legally trained and therefore do not comment on the detail of cases.

I am sorry to hear about the problems you have experienced and that I cannot be more helpful.

Yours sincerely

Lynne Fromings