



CPM21 ONLINE: The Legal Ombudsman Model Complaint Handling Process

Course Overview

"Lawyers who fight complaints to face massive rise in fees!" This was the headline in the Law Society Gazette on the 11th of June 2026.

The Legal Ombudsman is currently consulting on fee increases, with emphasis on punitive measures if a firm does not deal with tier 1 complaints "reasonably."

At the same time, the Legal Ombudsman has drafted a "model complaint procedure" which is how they believe complaints should be dealt with.

Given the above then, complaints handling is about to get more complicated...and potentially expensive

This course will give an overview of the Ombudsman model complaints handling process so that firms understand what the Ombudsman considers "reasonable" when handling first tier complaints so that they don't fall foul of the hike in the Ombudsman's investigation fees if they don't agree with the firm...

This is a MUST if you handle complaints for your firm or just want to know how to avoid them where possible, or deal with them effectively and compliantly if not.

Course Tutor



Paul Jones has worked with the Legal Profession for 20+ years and has extensive experience of providing outsourced complaints handling for firms as well as helping firms in England and Wales comply with SRA Regulations, the Conveyancing Quality Scheme, Lexcel, the SQM and Contract Requirements and various other valuable services.



16th July 2026



Via Zoom



10:00- 12:00



£160+ VAT per person

What will the course cover?

- The proposed new fees by the Legal Ombudsman
- The Model Complaints Procedure and Legal Ombudsman expectations
- Legal Ombudsman Resolution Guidelines
- Data Protection Complaints – the difference between them and "service complaints"

Who should attend?

- Complaints Managers or Handlers
- Department Heads
- Compliance Officers for Legal Practice and Deputies
- Supervisors
- Practice or Office Managers

Contact Us



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office@cpm21.co.uk

Course Booking Form

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Information

Please Reserve the below person/persons on the course:

Full Name(s): _____

Business Name: _____

Address _____ Postcode _____

Contact Name: _____

Contact Email: _____

Contact Telephone: _____

Any Special Requirements: _____

Course Cost: £160 Per Peron Plus VAT

**Payment should be made via Stripe. Simply visit our Course Schedule page and select Buy Now:
<http://cpm21.co.uk/Current-Training-and-Support-Courses-from-CPM21>**

CPD Course Booking Terms & Conditions

1. Course fees must be paid on or before the date of the course. If you fail to attend after booking the course then you remain liable for the fee subject to clause 7 below,
2. Confirmation of booking and details of venue will be sent by e-mail only to the e-mail address provided.
3. A receipted VAT invoice will normally be issued to the delegate/organisation within 14 days of the conclusion of the course.
4. Course documentation will be distributed at the event.
5. Prices may be subject to change and may vary depending on locations of the course (to allow for varying venue costs etc.)
6. We are SRA approved external CPD course provider and provide CPD hours for those subject to that scheme. It is a condition of the allocation of hours that you attend for the duration of the course and personally complete and sign the CPD register to confirm that you have done so. The relevant CPD reference will be provided by the tutor on the day and will be shown on the CPD register. You should make a note of this and the hours awarded for your own CPD records.
7. We reserve the right to vary, cancel or postpone a course at short notice where necessary. Cpm21 accept no liability if the course does not take place. Refunds will be made as appropriate if the course is cancelled by us.
8. You may cancel/postpone your attendance up to 14 days before the event, provided you e-mail such confirmations to **office@cpm21.co.uk**
We cannot accept telephone, letter or faxed cancellations.
9. You may send a substitute delegate without notifying us in advance but the change must be made clear on the signed CPD register.
10. Data Protection - we may periodically contact you with updates. Information and details of courses and services. If you do not wish to receive such updates or information then please e-mail **office@cpm21.co.uk**

Please see our Privacy Policy on our website.

11. The presentations, materials and notes for our courses are prepared solely for the benefit of the delegates attending that course. They are intended to be an integral part of the course presentation and do not necessarily stand on their own outside that context. They must not be used for giving advice in a specific situation. Neither cpm21 nor any of its consultants or tutors shall have any responsibility or liability for losses (including consequential loss) occurring because a person acts upon or fails to act based on any statement made by the consultant or tutor or contained in the course materials, notes or presentations. Our tutors are not authorised to provide practice management, legal or other advice relating to any specific situations or issue as part of our training courses and you should seek appropriate professional, financial or legal advice before making any decisions or taking any actions based on what you have heard, learned or read about on the course.