

The Legal Services Board.

The Legal Services Board was created by the Legal Services Act 2007. The Board came into being on 1 January 2009 and became fully operational on 1 January 2010. Its overriding mandate is to ensure that regulation in the legal services sector is carried out in the public interest; and that the interests of consumers are placed at the heart of the system.

The Board itself is responsible for overseeing legal regulators in England and Wales. It is independent of Government and of the legal profession. It oversees ten separate bodies, the Approved Regulators, which themselves regulate the lawyers practising throughout the jurisdiction. The Board also oversees the organisation established to handle consumer complaints about lawyers, the Office for Legal Complaints.

Our clear focus is to deliver the eight regulatory objectives, set out prominently in the Act. These are:

- protecting and promoting the public interest
- supporting the constitutional principle of the rule of law
- improving access to justice
- protecting and promoting the interests of consumers
- promoting competition in the provision of services in the legal sector
- encouraging an independent, strong, diverse and effective legal profession
- increasing public understanding of citizens legal rights and duties
- promoting and maintaining adherence to the professional principles of independence and integrity; proper standards of work; observing the best interests of the client and the duty to the court; and maintaining client confidentiality.

FOR IMMEDIATE RELEASE

Friday, 27 March 2015

LSB announces new members of the Office for Legal Complaints

The Legal Services Board (LSB) today announced the appointments of Michael Kaltz, **Tony King**, Dr Bernard Herdan, Jane McCall (lay members) and Caroline Coates (non-lay member) as new members of the Office for Legal Complaints (OLC).

The OLC is the Board of the Legal Ombudsman and is responsible for the administration of the scheme. The vacancies arise with the terms of *Tony Foster*, *Rosemary Carter*, *David Thomas* and *Maureen Vevers* ending on 31 March 2015 and with *Stella Manzie CBE* stepping down.

The appointments are made by the Legal Services Board in accordance with the Legal Services Act 2007.

Legal Services Board Chairman, Sir Michael Pitt, said:

"I am delighted to announce these appointments to the Office for Legal Complaints. The Legal Ombudsman makes a real difference for consumers of legal services in England and Wales. It plays a vital part in the regulatory system and helps maintain the highest standards and standing of legal services. Can I wish all of our new colleagues every success."

Steve Green, OLC Chair said:

"I would like to extend a warm welcome to the new members of the OLC and look forward to working with them. I would also like to thank the outgoing members for their invaluable contribution to the ongoing development of the Legal Ombudsman.".....

...Tony King (Lay member) was Pensions Ombudsman from September 2007 to May 2015. Prior to this he was the Lead Ombudsman, Pensions and Securities at the Financial Ombudsman Service. He has also been Chair of the Ombudsman Association – the membership body for ombudsmen and other complaint handling organisations in the UK and Ireland.

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