

By email only

Andy Slaughter MP
Chair of the Justice Committee
House of Commons
London
SW1A 0AA



07 July 2025

Dear Mr Slaughter,

RECRUITMENT OF CHAIR OF THE OFFICE FOR LEGAL COMPLAINTS

I am writing to advise you of the planned campaign to recruit to the role of Chair of the Office for Legal Complaints (OLC). The OLC is a non-statutory body which is responsible for the governance of the Legal Ombudsman scheme. The ombudsman scheme works to resolve disputes about service between consumers and legal service providers. The role of the OLC and its committees is to set the strategy and business plan, to scrutinise the performance and financial responsibilities of the ombudsman scheme and make sure we understand and respond properly to any risks. Throughout, the OLC promotes the regulatory objectives set out in the Legal Services Act.

The current OLC Chair, Elisabeth Davies, was appointed for a three-year term from 1 April 2020 to 31 March 2023 and was reappointed for a further three years, 1 April 2023 to 31 March 2026. Ms Davies is not eligible for a further term of appointment.

The role is classed as a significant appointment under the provisions of the Commissioner's for Public Appointments' Governance Code and is subject to pre-appointment scrutiny. The job description and role criteria are attached together with the indicative timetable, which includes a pre-appointment hearing.

We intend to use the services of Saxon Bampfylde to advertise on the Cabinet Office Public Appointments website, via social media channels, and relevant on-line platforms, NEDs on Boards and Women on Boards. We will also undertake tailored outreach on LinkedIn and seek to engage relevant stakeholder groups such as the Public Chairs Forum, the Association of Chief Executives, and the Ombudsman Association to publicise the vacancy.

Subject to any comments you might have, we will proceed with this recruitment. Any comments you do have would be gratefully received by 15 July. My colleagues will

be in touch to agree a suitable date for the pre-appointment hearing, but we are hoping that it might take place in December.

Yours sincerely

A handwritten signature in brown ink that reads "Catherine Brown" followed by a long horizontal flourish.

Catherine Brown

Interim Chair

E Catherine.Brown@legalservicesboard.org.uk

CHAIR OF THE OFFICE OF LEGAL COMPLAINTS RECRUITMENT 2026

The role of Chair of the Office of Legal Complaints

The role of the OLC Board and its committees is to set the strategy and business plan for the Legal Ombudsman, to scrutinise the performance and financial responsibilities of the ombudsman scheme and make sure it understands and responds properly to any risks. The OLC Board also promotes the regulatory objectives set out in the Legal Services Act.

The Legal Ombudsman job is to help resolve disputes between consumers and legal service providers.

The Chair of the OLC will report to the Chair of the Legal Services Board (LSB) and through the LSB to Parliament via an annual report laid before Parliament by the Lord Chancellor. As an arm's length body of the Ministry of Justice, the OLC has its own Accounting Officer and its own direct relationship with the Department and Ministers.

The Chair of the OLC will lead the OLC board in the effective administration of the Ombudsman scheme for complaints about the legal service in England and Wales. The Chair will play a key role in developing approaches to ensure that complaints are dealt with efficiently and effectively.

Essential Criteria

- Knowledge: a clear understanding of the purposes of the OLC, its opportunities and challenges.
- Experience: a strong track record of setting an organisation's strategy, and of challenging, guiding, supporting and holding to account an executive team for its performance.
- Relationship building: ability to build constructive relationships and productive partnerships with a wide variety of key stakeholders, including with government, regulators and other influential institutions.
- Communication: excellent communication, influencing, and relationship management skills, including the ability to motivate people; experienced in representing an organisation to a wide range of external audiences and being publicly accountable for its activities.
- Judgment: strong intellect and sound judgment, with effective decision-making skills.

Desirable Criteria

- Demonstrable commitment to diversity and equality of opportunity.
- Experience in improving an organisation's performance through the use and development of technology.
- Commitment to people and creating a culture of positive productivity.
- Sound understanding of corporate governance, including experience of financial management.
- Politically acumen.

- Innovation.
- High level of credibility, probity and integrity.
- Working style and suitability for non-executive work.

Remuneration

The Chair of the Office of Legal Complaints is remunerated at £52,500 per year. Remuneration is taxable and subject to Class 1 National Insurance contributions.

Tenure

Appointments are three years with the possibility of reappointment for a further term of a further three years, at the discretion of the Legal Services Board and subject to approval of the Lord Chancellor. Reappointments are not automatic and are subject to satisfactory annual appraisals of performance during the first term in the post.

Time Commitment

A commitment of a minimum of 60 days annually is expected for the role.

Panel Membership

- Catherine Brown, Interim Chair of Legal Services Board
- Flora Page, Board Member – Legal Services Board
- Kate Briscoe, Board Member – Legal Services Board
- To be confirmed – Independent Panel Member

Indicative timetable

- Advert launch – End of July
- Close – Early September
- Sift - September
- Interviews – October
- Pre-appointment scrutiny hearing - December
- Appointment – January 2026



Justice Committee

Catherine Brown
Interim Chair, Legal Services Board

By email only

15 July 2025

Dear Ms Brown

RECRUITMENT OF CHAIR OF THE OFFICE FOR LEGAL COMPLAINTS

Thank you for notifying the Committee that recruitment of the Chair of the Office for Legal Complaints is about to commence and for inviting our comments on the recruitment arrangements.

We note that your indicative recruitment timetable includes a December pre-appointment hearing with a view to the appointee starting in January and, subject to the Committee's schedule, hope to accommodate this. We have no other comments in relation to the role description and recruitment arrangements.

Yours sincerely,

Andy Slaughter MP
Chair
Justice Committee