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Ombudsman report looks at personal injury issues

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The Legal Ombudsman has looked at the areas of personal injury work that generate the most complaints.

Its thematic review focuses on the five main areas during a claims process that it receives complaints about and gives insight into how it determines service and the types of remedies the Ombudsman awards. The report highlights that while there are complex issues that are challenging to navigate for service providers, there are some basic principles of good customer service missing at times and many are linked to poor communication.

[Legal Ombudsman personal injury issues report](#)

[<https://www.legalombudsman.org.uk/media/eyrngyui/220412-pi-thematic-report-final.pdf>].