

## News

# Ombudsman and good costs - plus PO Box change

05 December 2023

The Legal Ombudsman's (LeO) produces a number of guidance documents to help clients and firms understand how it makes decisions.

The latest is an updated version of its view on good costs service. Around one in ten complaints referred to the LeO centre on the amount consumers have been asked to pay legal providers. And it's a factor in many more complaints, in particular, those about service providers' standard of communication, where the lack, or quality, of information about costs may be a factor.

The guidance outlines the three key principles which underpin LeO's position:

- A client should never be surprised by the bill they receive from their lawyer;
- If a service provider intends - now or in the future - to charge their client for something, they should tell the client clearly, as soon as they reasonably can; and
- Service providers should keep clear and accurate records of all the cost information they provide, including any confirmation from the client that they understand what they will be charged.

Find out more about [An Ombudsman's View of Good Costs Service](https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/an-ombudsmans-view-of-good-costs-service/) [<https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/an-ombudsmans-view-of-good-costs-service/>].

LeO is also changing its PO Box address, which you might have in your complaints materials for clients.

From 22 January 2024 all written correspondence should be sent to:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

If you have any questions about the changes being made, or further clarity on what is required, contact the Legal Ombudsman at: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) [<mailto:enquiries@legalombudsman.org.uk>].