

News

LeO series provides insight on contentious areas

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The Legal Ombudsman is publishing a series of articles to shine a spotlight on the common themes and trends seen within the complaints it receives.

Each article within the series will address an issue that impacts customers and the legal sector, and provide tips on good practice, together with guidance about how to handle complaints.

The latest article looks at LeO's guidance on remedies. The guidance sets out the LeO's approach to putting things right and is aimed at supporting service providers to identify and apply appropriate resolutions at an earlier stage.

The update comes in response to findings from the 2024/25 financial year, during which LeO awarded over £3.7 million in remedies. Notably, compensation for emotional effects featured in over 85% of complaints where service failings were identified.

[Read LeO's remedies article \[https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/good-complaints-handling/spotlight-on-remedies/\]](https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/good-complaints-handling/spotlight-on-remedies/).