

## Outline of proposed principles and mechanisms for staff of existing complaints handlers

The key elements of this proposed arrangement are:

- staff from existing complaints handling bodies (and who wish to work for the Legal Ombudsman) will be invited to attend a candidate selection centre where they will be assessed against clear and transparent criteria (such criteria will have been benchmarked against the market norm);
- staff from existing entities that meet the criteria will be guaranteed priority access to available posts;
- no post will be offered to outside applicants until all those from existing entities have been considered; and
- staff will be employed on Legal Ombudsman terms and conditions but the Legal Ombudsman will treat staff from existing entities as having been in continuous employment.

The Legal Ombudsman is a new initiative and staff will have new terms and conditions of employment as part of a competitive remuneration package. These will be set out as part of the information provided when we begin recruitment.

The Legal Ombudsman is an executive non-Departmental Public Body and its approach to its establishment, including its approach to staffing, also needs to accord with good practice among arms length bodies.

