

## **Legal Ombudsman chooses Baskerville House in central Birmingham as home**

The Legal Ombudsman has announced that Baskerville House in the centre of Birmingham will be its permanent home.

The Legal Ombudsman is a new body being set up as a new, independent scheme to investigate and resolve complaints made by customers about legal services they have received.

The Legal Ombudsman will move into its final home in this building in time for its opening before the end of 2010.

It will bring 300 to 350 jobs to the city.

Adam Sampson, the Chief Ombudsman said "I am excited that we can finally confirm our permanent home. Birmingham is a great city that we think our staff will enjoy working in. We are also very pleased to meet the Government's commitment for us to be based in the West Midlands."

Mr Sampson added "Our offices in Baskerville House will help us be an organisation that will offer a vibrant and exciting working environment. It is based right in the centre of the city close to all public transport. We want to promote environmental sustainability and Baskerville House lets us do this as well as take advantage of everything Birmingham city centre has to offer."

Baskerville House was chosen after an extensive review of over 30 properties in different parts of the West Midlands. The final choice of building followed a tender process that focused on finding a building that represented value for money and that met the Legal Ombudsman business needs.

### **Notes for editors:**

1. The Legal Ombudsman is being established by the Office for Legal Complaints as a key step in the implementation of the Legal Services Act 2007.
2. The Act (Schedule 15) required the Lord Chancellor to approve the final choice of location for the Legal Ombudsman.
3. The Legal Ombudsman Business Plan outlines the plans for its set up. The Plan can be found on the Legal Ombudsman website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

4. The Act sets the stage for wide-ranging reforms to the provision and regulation of legal services in England and Wales and establishes the OLC to administer an Ombudsman scheme that will deal with all consumer complaints about legal services.
5. The Legal Ombudsman is independent from government and the legal profession. It is a public body sponsored by the Ministry of Justice. The Legal Ombudsman will become fully operational by no later than the end of 2010.
6. Elizabeth France was named Chair of the OLC in October 2008 by the Legal Services Board. On 3 February 2009, the Legal Services Board and the Chair of the OLC announced the appointment of six OLC Board members. Adam Sampson was named as Chief Ombudsman in March 2009. Biographies of each of the Board members and the Chief Ombudsman and more information can be found on the Legal Ombudsman website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
7. For information regarding the Legal Ombudsman, please contact Alison Robinson on 0121 503 2930.