



The  
Specialist  
Property  
Law  
Regulator

LEGAL  
OMBUDSMAN

**Who can help if you  
have a problem with  
a property lawyer  
or law firm?**





www.legalombudsman.org.uk

0300 555 0333

LEGAL  
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www.clc-uk.org/consumers/  
reporting-problems

020 3859 0904



The Legal Ombudsman could help you if you are not happy with your lawyer's work or service and need to put things right.

Examples include:



### Communication

Not replying to your emails, letters or calls



### Money

Charging you an amount you are not happy with



### Work/Advice

Losing your documents or giving you unclear advice



### Behaviour

Not explaining issues properly so you do not understand

The Council for Licensed Conveyancers could help you if you think a property lawyer might be dishonest or you have concerns about their behaviour.

Examples include:



### Advice

Not acting in your best interest



### Money

Mismanaging client money



### Behaviour

Being convicted of a criminal offence



**Our examples do not cover everything so if in doubt, get in touch.**



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