

Most Common Approaches at Early Resolution

LeO considers several methods to resolve complaints as early as possible

Reasonable Offer Made

If the remedy offered by the service provider at first tier is in line with what LeO would likely direct in the circumstances of the complaint, the complaint can be resolved early.

Guided Negotiation

LeO helps both parties reach an agreement when a service failing is accepted but no remedy has been offered, or the offered remedy is not in line with what we would direct. Even if the complainant doesn't accept the improved offer, we can then consider this to be a reasonable offer made and resolve early.

No Reasonable Prospects of Success

If the service provider's final response and potentially a small amount of evidence show the service was reasonable, LeO may close the complaint early.

LeO Insight



- 28% of complainants told us they did not receive a final response from their service provider (2024/25).
- Early resolution resolved complaints in 53 days on average (2024/25).
- 49% of complaints were resolved by early resolution (2024/25).

Top Tips



- Always provide a timely final response.
- Respond to all issues of complaint.
- Clearly identify a conclusion.
- Use LeO's remedies guidance when offering a remedy.
- Don't forget the emotional impact.
- Clearly set out why the service was reasonable, where there is no service failing.

There are other reasons for putting a complaint into early resolution e.g. dismissal due to ongoing court action, the issue is better dealt with by a court, or due to another compelling reason LeO should not deal with the complaint.

