

## Equality, Diversity and Inclusion Strategy: summary

The Office for Legal Complaints' 2024-27 Strategy for the Legal Ombudsman is underpinned by supporting strategies, which together enable the strategic objectives to be achieved.

The Equality, Diversity and Inclusion (EDI) Strategy and action plan set out the aims and activities that will help LeO be diverse, equal and inclusive in the service it provides its customers and how it treats its people. It runs from 2023 to 2026.

### Equality priority objectives

Representative workforce  
 Inclusive place to work  
 Customer service and accessibility

### From 2023 to 2026, LeO will ...

#### Representative workforce

- Ensure our policies are developed to fulfil our legal obligations and taking on board EDI industry best practice.
- Ensure our recruitment processes and workplaces are accessible and inclusive (through the achievement of Disability Confident Level 2 and Level 3 accreditations).
- Develop and implement initiatives to support access to opportunity (e.g., traditional mentoring, reverse mentoring programmes).
- Develop and implement initiatives to support staff development and progression (eg leadership development programme, aspiring leaders programme).
- Complete annual EDI analysis of reward and recognition data.
- Complete annual social mobility reporting of LeO's management.
- Support and develop our staff networks to promote EDI activities and an inclusive culture at LeO.
- Enhance our annual programmes of EDI awareness activities with includes learning opportunities for LeO staff.
- Support managers to increase their knowledge of disability (utilising resources such as our membership of the Business disability forum and via Civil service-learning resources).

#### Inclusive place to work

- Ensure our policies are developed to fulfil our legal obligations and take on board EDI industry best practice.

- Ensure our recruitment processes and workplaces are accessible and inclusive (through the achievement of Disability Confident Level 2 and Level 3 accreditations).
- Develop and implement initiatives to support access to opportunity (e.g., traditional mentoring, reverse mentoring programmes).
- Develop and implement initiatives to support staff development and progression (e.g., leadership development programme, aspiring leaders programme).
- Complete annual EDI analysis of reward and recognition data.
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#### **Customer service and accessibility**

- Build a customer EDI dataset that will enable us to understand our diversity customer profile and how our service impacts on them (customers with RAs, impacts of scheme rule changes, outcomes, service complaints).
- Identify organisations that support vulnerable customers and customer consumer panels. Pro-actively develop links with them to promote our services and take insights from their work that can support LeO's work.
- Engage with other Ombudsmen organisations and Regulators to seek out best practice and use that to improve our service.
- Provide annual accessibility training for all staff to enhance their knowledge to support their customers.
- Contribute to the external engagement work of LeO by providing EDI insights data that can be shared with the profession aimed at reducing complaints, supporting customers with protected characteristics, and improving the quality of complaint resolution.