

*These notes refer to the Legal Services Act 2007 (c.29)
which received Royal Assent on 30th October 2007*

LEGAL SERVICES ACT 2007

EXPLANATORY NOTES

COMMENTARY ON SECTIONS

Part 6: Legal Complaints

Complaints Handling – the new system

Section 147: Information and documents

367. This section empowers an ombudsman to require such information and/or documents from parties to a complaint as the ombudsman may specify, before the end of such period (which must be a reasonable period) as the ombudsman may specify, and in such manner or form as the ombudsman may specify (*sections 147(1) and 147(2)*); provided that the ombudsman considers that the information necessary to determine the complaint (*section 147(3)*). The ombudsman may take copies of or extracts from a document and, in the absence of a document may require the person asked to produce it to state to the best of that person's knowledge and belief where it is (*sections 147(4) and 147(5)*). None of these powers may be used to compel disclosure which could not be compelled in civil proceedings before the High Court (*section 147(6)*).