

News

Ombudsman on third-party delays

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The Legal Ombudsman is producing a series of articles to shine a spotlight on the common themes and trends seen within the complaints it receives.

Each article within the series will address an issue that impacts customers and the legal sector, and provide tips on good practice, together with guidance about how to handle complaints.

The first article focused on the [changes to Stamp Duty Land Tax](https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/spotlight-on-stamp-duty-changes/) (<https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/spotlight-on-stamp-duty-changes/>) (SDLT), which might have led to an increase in complaints.

The second article, published last month, looks at third-party delays. LeO recognises that third-party delays can be burdensome to legal service providers, and that many providers work very hard to deliver good standards of service despite the challenge such delays can present. However, the Ombudsman sets out how it's important that clients are kept informed of such delays and firms do all they can to mitigate against their impact.

[Read the blog on third-party delays](https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/spotlight-on-third-party-delays/) (<https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/preventing-complaints/spotlight-on-third-party-delays/>)

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