



Blind Justice

INVESTIGATION REPORT

THE MEMORY OF JUSTICE II THE DECISIONS THAT NEVER EXIST

How complaints can disappear before the Legal Ombudsman makes a decision. The third briefing in Blind Justice UK's transparency research series.

Blind Justice UK

Registered Charity No. 1217562

August 2026

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Before the Legal Ombudsman decides whether your lawyer got it wrong, it can decide not to decide at all.

Rule 5.7 of the Scheme Rules allows an ombudsman to dismiss or discontinue a complaint without ever determining it. There are seventeen grounds. Several are plainly sensible: a court has already dealt with the matter, the firm has already put it right, the complaint is about someone the scheme does not cover.

For the consumer, a dismissal under Rule 5.7 means there is no finding about the service they received, no reasons they can read or challenge, and nothing that enters the public record. The Scheme Rules guard that moment closely. Only an ombudsman may exercise the power. It cannot be delegated to anyone else. The complainant is entitled to make representations before it is used. And the ombudsman must give both parties a decision and the reasons for it.

The letter that starts the process is not written by an ombudsman. It is written by an investigator, who has no power to dismiss anything. And it offers the complainant a way out that removes the ombudsman, the representations, the decision and the reasons, in a single sentence.

This is how often Rule 5.7 is used.

8,680

complaints dismissed or discontinued under Rule 5.7 in four years.

But that is not the whole number.

When an investigator proposes a Rule 5.7 dismissal, the Legal Ombudsman's own template tells a consumer who accepts the investigator's reasoning that the complaint will instead be treated as withdrawn, and that 'No further decision will be required'.

We asked how often that happens.

The Legal Ombudsman says it does not record it.

1. Executive summary

The Memory of Justice, published by Blind Justice UK in July 2026, asked how long the record of a decision survives once it has been made. It found that the Legal Ombudsman's published decision data is removed after twelve months, while a solicitor's strike-off remains on public record for sixty years.

This briefing asks the question underneath that one. Before asking how long a decision remains visible, it is necessary to ask whether a decision is made at all.

On 29 July 2026 Blind Justice UK made a request under the Freedom of Information Act 2000 for the Legal Ombudsman's pre-investigation closure figures, the template letter sent to complainants when an investigator proposes dismissal under Rule 5.7 of the Scheme Rules, the internal guidance behind it, and any performance measures relating to closure. The response, reference FOI00867, arrived on 25 August 2026 and granted every item that the Legal Ombudsman holds. Six documents were disclosed.

Six findings follow.

First, Rule 5.7 is not an obscure provision. Across the four reporting years for which figures were supplied, 8,680 complaints were recorded as dismissed or discontinued under it. That is 50.9 per cent of the 17,043 closures listed in the table the Legal Ombudsman supplied in answer to a request for pre-investigation closure figures, and the share is close to half in every individual year.

Second, a proposed Rule 5.7 dismissal can end as a withdrawal. The standard advance notice letter tells a complainant that if they accept the investigator's reasoning the complaint will be treated as withdrawn and 'No further decision will be required'. The internal guidance instructs the same thing in terms.

Third, the investigator who sends that letter has no power to dismiss the complaint. Scheme Rule 1.11 provides that an ombudsman cannot delegate the function of dismissing or discontinuing a complaint under Rule 5.7. Rules 5.5 and 5.6 give the complainant a right to make representations before an ombudsman decides, and require the ombudsman to give both parties the decision and the reasons for it. A complainant who accepts the investigator's reasoning gives up all four of those things at once.

Fourth, the number of complaints that end this way is unknown. The Legal Ombudsman states that it does not record whether a withdrawal followed the issue of an advance notice letter. The figure of 8,680 is therefore the known number of formal Rule 5.7 dismissals and discontinuances, and not the total number of complaints that entered the proposed Rule 5.7 pathway. That total is higher, by the number who withdrew after a notice and by the number whose investigation continued, and the Legal Ombudsman does not hold the information required to calculate it.

Fifth, the Legal Ombudsman's own guidance on withdrawn complaints states that 'The complainant should not be encouraged to withdraw their complaint'.

Sixth, complaint closure forms part of how investigator productivity is measured. The Legal Ombudsman disclosed a closure productivity target of five case closures per month per investigator.

Nothing in this briefing suggests that any of the 8,680 dismissals was wrong, that any investigator has acted improperly, or that any complaint was closed in order to meet a target. The disclosed documents do not establish any of those things and Blind Justice UK does not assert them. The criticism in this briefing concerns system architecture, consumer information, and the absence of the data that would allow the system to be tested.

2. What we asked, and why

The Freedom of Information request of 29 July 2026 followed The Memory of Justice by one day. It asked for six things: pre-investigation closure figures for the last five complete reporting years broken down by closure category; the current template of the letter sent when an investigator provisionally concludes that a complaint should be dismissed under Rule 5.7; the number of recorded withdrawals that followed such a letter; internal guidance provided to investigators on drafting those letters and recording withdrawals; performance measures relating to closure before or without formal investigation; and the treatment of case fees where a complaint is withdrawn before investigation.

The Legal Ombudsman answered on 25 August 2026 and disclosed the closure table, the template, the guidance on Rule 5.4 and Rule 5.7, the guidance on withdrawn complaints, the guidance on case fees and their application, and the Scheme Rules. It answered the performance measures question. It declined nothing.

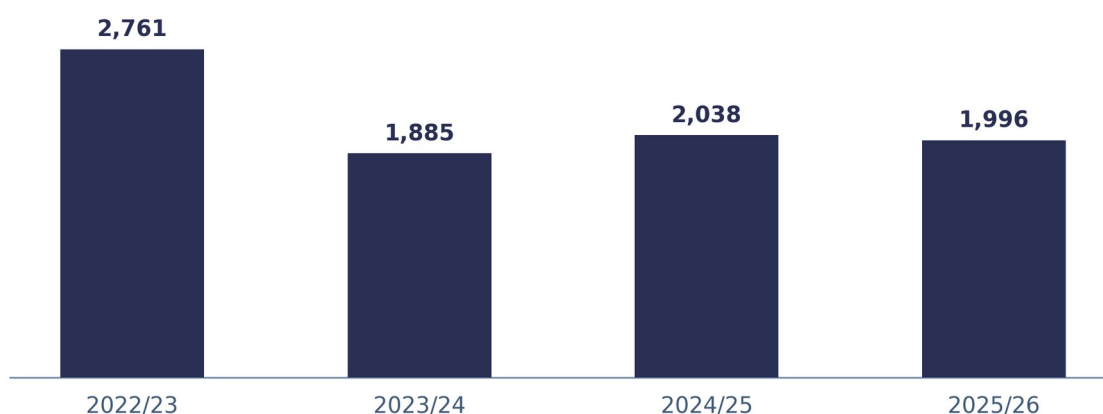
This briefing is built entirely on those documents and on the Scheme Rules. Nothing in it rests on secondary reporting, and nothing rests on any individual complaint.

3. What the figures show

The Legal Ombudsman supplied the following pre-investigation closures by closure code. The 2021/22 cells for the two ombudsman decision rows were returned blank. They are reproduced here as blank and are not treated as zero.

Closure code	2021/22	2022/23	2023/24	2024/25	2025/26
Agreed outcome, Chapter 5	39	295	325	326	271
Agreed outcome, guided negotiation	182	927	604	537	673
Agreed outcome, reasonable offer made	227	482	434	418	506
GET closed, offer accepted	476	450	412	276	306
GET withdrawn, other	245	189	252	343	295
Ombudsman's decision to dismiss under 5.24(h) or 5.32(c)	blank	15	7	8	12
Ombudsman's decision to dismiss or discontinue under 5.7	blank	2,761	1,885	2,038	1,996

Complaints dismissed or discontinued under Rule 5.7



Source: Legal Ombudsman, FOI00867, 25 August 2026. 2021/22 was returned blank and is not shown.

Figure 1. Complaints dismissed or discontinued under Rule 5.7, by reporting year.

Across the four years for which Rule 5.7 figures were disclosed, 8,680 complaints were recorded as dismissed or discontinued under Rule 5.7, out of 17,043 listed closures. That is 50.9 per cent. The annual share was 53.9 per cent, 48.1 per cent, 51.6 per cent and 49.2 per cent.

One limit on the table should be stated. The request asked for complaints closed before a formal investigation commenced, and this is the table supplied in answer to it. The disclosed guidance records that Rule 5.7 ‘may be used at any stage in our process’, and the template contains a branch for cases already at investigation. This briefing therefore describes the figures as the closures listed in the table rather than asserting that every one of them occurred before investigation.

Three qualifications belong with that figure and are stated here rather than left for others to supply.

The Rule 5.7 total fell after 1 April 2023. The disclosed Scheme Rules record that the current version ‘includes amendments that apply to complaints referred to the Legal Ombudsman from 1 April 2023’, and the internal guidance records that grounds (a), (b), (c), (p) and (q) apply only to cases referred on or after that date. Rule 5.7 disposals fell from 2,761 in 2022/23 to 1,885 in 2023/24, a fall of 32 per cent, and have remained close to 2,000 since. The amended and expanded grounds have not been accompanied by a rise in dismissals.

Many Rule 5.7 grounds are entirely proper. They include complaints a court has already dealt with, complaints where the firm has already offered fair redress which the complainant accepted, complaints about matters outside England and Wales, and complaints better suited to the police or to a costs assessment. A total of 8,680 is not a total of 8,680 grievances wrongly refused, and this briefing does not present it as one.

Two closure codes are labelled ‘GET’. The disclosed guidance refers to ‘GET Advisors’ and ‘GET Investigators’ but does not explain the term, and the closure code named in the withdrawn complaints guidance, ‘Complaint withdrawn’, does not appear in the table at all. Because of this it is not possible to identify from the table which line, if any, records complainant withdrawals, and this briefing draws no conclusion from those two rows.

4. What Rule 5.7 actually does

Rule 5.7 provides:

‘An ombudsman may (but does not have to) dismiss or discontinue all or part of a complaint if, in their opinion:’

There follow seventeen grounds, lettered (a) to (q). They range from a complaint having no reasonable prospect of success, through the complainant having suffered no significant detriment, to a court already having dealt with the same issue, to the complaint being frivolous or vexatious.

Two features of the rule matter for everything that follows.

The power is discretionary in two directions. A ground has to exist, and even where it does, the ombudsman ‘may (but does not have to)’ dismiss. Accepting that a ground applies is therefore not the same as accepting that the complaint will be dismissed. The internal guidance says the same thing in its own words: ‘There will be cases which we consider have no merit, or would be better dealt with by a court, but that we consider we should still investigate.’

And the guidance sets a limit on the rule’s use which is worth quoting in full, because it is the Legal Ombudsman’s own standard and it is a good one:

‘It is important to understand that this should not be used as a means of turning away service users who we can, and should, be helping.’

The same guidance section, headed ‘When not to use rule 5.7’, identifies circumstances in which dismissal may not be fair even where a ground exists, including ‘where the customer is vulnerable’ and ‘where our office is the only option the complainant has for their concerns to be considered’.

5. The decision-maker

Scheme Rule 1.11 defines who counts as an ombudsman for the purposes of the rules. It includes:

‘any Legal Ombudsman staff member to whom an ombudsman has delegated the relevant functions (but an ombudsman cannot delegate the functions of determining a complaint or of dismissing or discontinuing it for any of the reasons under paragraph 5.7)’

The function of dismissing a complaint under Rule 5.7 is therefore not merely reserved to an ombudsman as a matter of practice. It cannot lawfully be delegated to anyone else.

The rules then set out what happens when dismissal is under consideration. Rule 5.5 provides that where an ombudsman considers that all or part of a complaint should be dismissed under paragraph 5.7, ‘the ombudsman will give the complainant an opportunity to make representations before deciding’. Rule 5.6 provides that ‘The ombudsman will then give the complainant and the authorised person their decision and the reasons for it.’

A complainant faced with a proposed Rule 5.7 dismissal is therefore entitled under the Scheme Rules to four things: a decision taken by an ombudsman and by nobody else, an opportunity to make representations first, a decision, and reasons for it.

The investigator who writes to a complainant proposing dismissal has none of that authority. Their view is a recommendation. It is the beginning of a process, not the end of one.

6. The fork in the road

The template disclosed by the Legal Ombudsman is reference 2-08, 'Complainant advance notice of Rule 5-7 decision request', in the version dated 18 August 2026. It is sent by an investigator. It sets out the heads of complaint, identifies the Rule 5.7 ground relied on, and explains why the investigator believes it applies.

It then offers the complainant two routes.

The first:

'If, having received this explanation, you accept my reasoning, please let me know, and we will treat [those complaints / the complaint] as withdrawn. No further decision will be required. I will write to you further to confirm this.'

The second:

'Alternatively, I understand that you may disagree with me. If you disagree with the reasons for dismissing your complaint, please provide your comments by [insert date 10 working days from date of the letter] ... I will then forward any information you give me to an ombudsman to consider, who will then make a decision on whether or not an investigation should proceed.'

And then, at the end of the second route:

'If the Ombudsman agrees with my view, [the complaint/the part of the complaint I have put forward for dismissal] will be dismissed. If the Ombudsman does not agree with my view, the investigation will continue.'

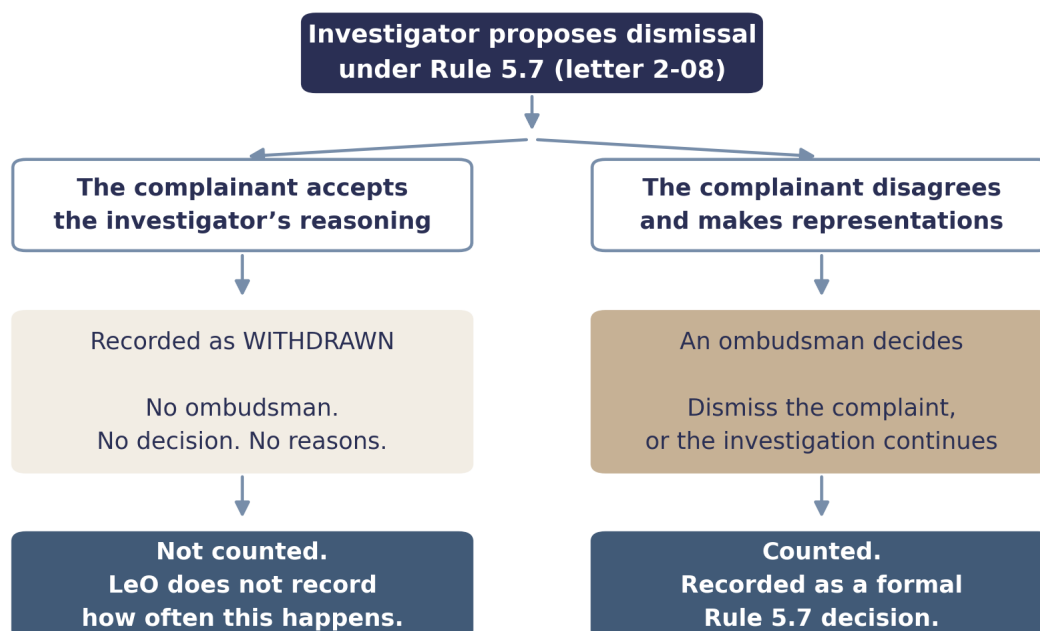


Figure 2. The two routes offered by the 2-08 advance notice letter.

The consequences of the two routes are not symmetrical.

A complainant who takes the first route is recorded as having withdrawn. There is no ombudsman decision, no representations stage, no reasons, and no exercise of the discretion the rule confers.

A complainant who takes the second route reaches the process the Scheme Rules provide, and, on the Legal Ombudsman's own account of it, may find that the ombudsman does not agree with the investigator and the investigation continues.

The route is not an artefact of the template. The internal guidance on Chapter 5.4 and 5.7 instructs it. Under the heading 'When not to use rule 5.7', the guidance states:

'You do not need to use rule 5.7 in the following situations: Complainant agrees to withdraw their complaint. If you are able to reach agreement with a complainant to withdraw their complaint because of any of the rule 5.7 grounds, or for any other reason, then you do not need a decision.'

7. Agreement is not the same as withdrawal

The letter puts one question to the complainant. The Scheme Rules turn on a different one.

The question the letter asks is whether the complainant accepts the investigator's reasoning.

The question the Scheme Rules pose is whether the complainant wishes to withdraw their complaint, rather than have an ombudsman decide whether the Rule 5.7 discretion should be exercised.

These are not equivalent, for the reason given at section 4. Rule 5.7 does not provide that an ombudsman must dismiss whenever a ground exists. It provides that an ombudsman 'may (but does not have to)'. A complainant may accept every factual premise in the investigator's letter and still be entitled to an ombudsman's decision on whether, in all the circumstances, the complaint should be dismissed at all.

Accepting the reasoning answers the first question. It does not answer the second. Under the disclosed process it is nonetheless treated as answering both.

8. The missing number

Item 3 of the request asked, of the complaints recorded as withdrawn in each year, how many were withdrawn following the issue of an advance notice letter.

The Legal Ombudsman answered:

'We do not record withdrawals made specifically on the basis of the issuance of a 2-08 complainant advance notice letter; I am thus unable to provide this information to you.'

The precise scope of that answer matters and should not be overstated. The Legal Ombudsman does record withdrawals. The disclosed guidance shows a documented process: a file note of the request, an internal 'withdraw file' request, team leader review, a check that the complainant made an informed decision knowing the available options, letters to both parties, a closure code, and a fourteen day cooling off period. What is not recorded is the relationship between the advance notice letter and the withdrawal that follows it.

The consequence is arithmetical. The number of complaints that entered the proposed Rule 5.7 pathway is the 8,680 that ended in an ombudsman's decision, plus an unknown number that ended as withdrawals, plus an unknown number in which the ombudsman declined to dismiss and the investigation continued. The Legal Ombudsman cannot supply the second and third figures. Neither can anyone else.

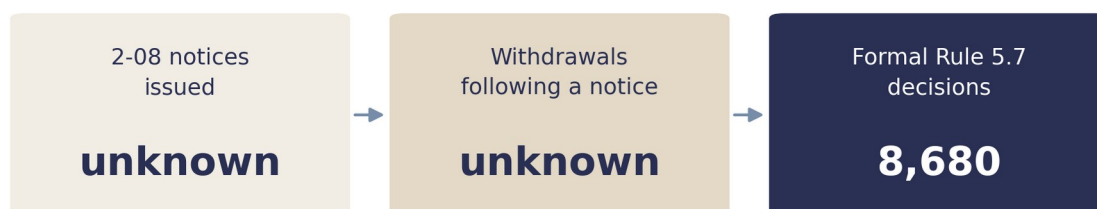


Figure 3. The Rule 5.7 disposal pathway, and what is not recorded.

Blind Justice UK does not estimate it, and cautions against any attempt to do so. The finding is not that the number is large. The finding is that the number does not exist, in a system where the route that produces it is instructed by the organisation's own guidance.

9. 'The complainant should not be encouraged to withdraw'

The Legal Ombudsman's internal guidance on withdrawn complaints, last modified on 8 August 2023, states:

'The complainant should not be encouraged to withdraw their complaint.'

It goes further. Where the Legal Ombudsman finds no poor service and the complainant disagrees, the guidance is explicit about the proper course:

'If you find no poor service, and the complainant disagrees, you should not ask the complainant to agree to withdraw their complaint. The proper course in that situation is to draft and issue a case decision.'

The same guidance requires that 'Investigators must ensure the complainant is fully aware of all their available options prior to closing the file as withdrawn', and requires the team leader reviewing the closure to consider whether 'the complainant been made aware of all the options' and whether 'other options been considered where possible, other than a withdrawal'.

Those are meaningful safeguards and they are recorded here as such.

They also sit alongside a template which tells a complainant that if they accept an investigator's reasoning their complaint will be treated as withdrawn, and guidance which instructs that reaching agreement to withdraw on a Rule 5.7 ground removes the need for a decision.

Blind Justice UK does not assert that these documents are contradictory. The Legal Ombudsman may say that they address different procedural situations, and it should be given the opportunity to do so. The question this briefing puts is this:

How does the Legal Ombudsman reconcile its instruction that a complainant should not be encouraged to withdraw with a Rule 5.7 template which expressly invites a complainant who accepts an investigator's reasoning to have their complaint treated as withdrawn?

10. Would an ordinary consumer understand?

This section is analysis and is identified as such.

The Legal Ombudsman exists for consumers. Rule 6.5 of its Scheme Rules provides that 'There is no charge to complainants'. Many of the people who use it will have no knowledge of administrative decision-making, no familiarity with the Scheme Rules, and no reason to know that an investigator and an ombudsman are different things with different powers.

Such a person receives an official letter on Legal Ombudsman paper which tells them that the writer believes 'we may be unable to assist you'. It sets out, at length, why their complaint is thought liable to dismissal. It then tells them that if they accept that reasoning, the complaint will be treated as withdrawn.

Blind Justice UK considers that this wording creates a material risk that a consumer, particularly one unfamiliar with law or ombudsman procedure, may understand an investigator's provisional view as effectively determinative, and may withdraw without appreciating that they are entitled to decline and to have an ombudsman decide the question.

Whether that risk is mitigated is a measurable question, and the disclosed template can be tested against it. Does the letter state prominently that the complainant is not required to withdraw? Does it state that the investigator cannot themselves exercise the Rule 5.7 power? Does it state that the complainant is entitled to have an ombudsman determine whether the discretion should be exercised? Does it make clear that declining to withdraw carries no criticism and no procedural penalty? And does it explain that accepting that a Rule 5.7 ground applies is not the same as an ombudsman deciding to exercise the discretion to dismiss?

On the disclosed template, none of those five things is stated.

The process therefore operates in conditions of pronounced information asymmetry. The Legal Ombudsman understands the difference between an investigator's provisional view and an ombudsman's discretionary decision. There is no reason to assume that an ordinary consumer does.

There is a useful comparator, and it is the Legal Ombudsman's own. Chapter 3 of the Scheme Rules sets out what authorised persons must provide at first tier, including processes that are:

'convenient and easy to use (in particular for those that are vulnerable or have disabilities)'

and

'transparent, clear, well-publicised, free and allow complaints to be made by any reasonable means'.

Those requirements bind law firms and not the Legal Ombudsman. They are cited here not as an obligation but as a standard: the standard the Legal Ombudsman applies to the complaint handling of the firms within its jurisdiction, applied to its own correspondence with the consumers who bring it complaints.

11. A note on what the letter chooses to explain

The advance notice letter gives the complainant ten working days to respond. It states: 'We aim to resolve complaints quickly and with minimum formality, and I would encourage you to keep your response to a maximum of 3 pages.' It then warns:

'If you choose to use artificial intelligence to assist your response, please note that AI content may not be correct or reliable, and you risk disclosing your personal data and information to that type of technology as well as potentially breaching legal privilege'

That warning may be prudent. It is recorded here only for the contrast it draws. The letter finds room to explain the risks of using a drafting tool. It does not find room to explain that the person writing it cannot dismiss the complaint, or that the complainant is entitled to an ombudsman's decision on whether it should be dismissed at all.

12. Closure as a measure of productivity

Item 5 of the request asked for any performance measures, indicators or targets relating to the closure of complaints before or without formal investigation. The Legal Ombudsman answered:

'The closure productivity target for early resolutions for the period in question is 5 case closures per month per investigator.'

It added that the figures it reports combine early resolutions and formal complaints because both workstreams can close complaints at either stage, and that 'There is no reportable target for complaints closed by early resolution alone.'

The disclosed documents do not establish that this target has caused any investigator to propose a dismissal or to encourage a withdrawal, and Blind Justice UK makes no such allegation. Five closures a month is not, on its face, an aggressive figure, and the Legal Ombudsman has been candid in disclosing it.

The question raised is about system design rather than individual conduct:

Is it appropriate for complaint closure to form part of investigator productivity measurement, where the same investigators initiate a process capable of converting a proposed dismissal into a complainant withdrawal, and where the organisation does not record how often that conversion occurs?

13. What happens to the case fee

The Legal Ombudsman disclosed its case fee guidance, and the position needs stating accurately because it is easy to get backwards.

Scheme Rule 6.1 provides that a complaint is potentially chargeable unless it is out of jurisdiction or 'it is dismissed or discontinued under paragraph 5.7'. Rule 6.2 provides that a case fee is payable for every potentially chargeable complaint when closed unless the complaint was abandoned, withdrawn, settled, resolved or determined in favour of the authorised person, and the ombudsman is satisfied that the

authorised person 'took all reasonable steps, under their complaints procedures, to try to resolve the complaint'. Rule 6.3 sets the fee at £400. The guidance adds that the fee 'becomes chargeable as soon as the case is moved out of assessment and is accepted for investigation'.

The consequence is the opposite of what might be assumed. A Rule 5.7 dismissal removes the fee outright, with no test applied. A withdrawal removes it only if the two-part test is satisfied, and the withdrawn complaints guidance says so expressly: 'It does not necessarily follow that the case fee will automatically be waived, the quality of the service provider's complaints-handling still has to be considered. If the complaints-handling has been poor then a case fee will be chargeable.'

There is therefore no basis whatever for suggesting that anyone benefits financially from a complaint being recorded as withdrawn rather than dismissed, and Blind Justice UK does not suggest it. For pre-investigation closures the fee will in many cases not arise at all.

What the disclosed material does establish is narrower and still worth saying: the classification of an outcome, and the stage at which a complaint ends, carry operational and in some cases financial consequences. That is a further reason why accurate and transparent recording of why complaints close is not an administrative detail.

14. Recommendations

1. Acceptance of an investigator's reasoning should no longer be treated as a withdrawal. A withdrawal should require a separate, informed and unambiguous statement that the complainant wishes to withdraw.
2. Every 2-08 notice should state prominently, in terms: you are not required to withdraw your complaint; the investigator has not made a decision to dismiss it and cannot make one; if you do not wish to withdraw, an ombudsman will decide whether Rule 5.7 should be exercised; and Rule 5.7 gives the ombudsman a discretion which need not be exercised even where a ground applies.
3. Every 2-08 notice and its eventual outcome should be recorded, so that the pathway can be reported end to end: notices issued, withdrawals following, ombudsman dismissals, and proposals rejected with the investigation continuing.
4. That pathway should be published annually.
5. The Office for Legal Complaints should review whether closure volume is an appropriate component of investigator productivity measurement in a consumer redress scheme.
6. The 2-08 process should be independently consumer-tested, in particular with people with low legal literacy, with disabilities, and with other vulnerabilities.
7. The distinction between an investigator's recommendation, a voluntary withdrawal and an ombudsman's decision should be made explicit throughout published guidance and correspondence.
8. The Legal Ombudsman should publish annually the number and proportion of proposed Rule 5.7 dismissals which, following representations from the complainant, an ombudsman declines to dismiss. That figure measures whether the safeguard does any work.

15. From forgotten decisions to decisions never made

The Memory of Justice found three tiers of institutional memory across twelve decision-making bodies, and placed the Legal Ombudsman among the outliers: data rows only, no reasoning published, removed after twelve months.

The documents disclosed under FOI00867 reveal that the memory problem has three layers rather than one.

The first is public memory. The Legal Ombudsman's published outcome data is removed after twelve months, while a strike-off remains on the Solicitors Disciplinary Tribunal's record for sixty years.

The second is decision memory. Where a complainant accepts an investigator's proposed Rule 5.7 reasoning, the complaint is treated as withdrawn and, in the words of the template, 'No further decision will be required'. There is no decision to publish, to remove, or to remember.

The third is data memory. The Legal Ombudsman states that it does not record which withdrawals followed a 2-08 notice. So the institution cannot say, and could not say if asked again, how often the second layer operates.

The first Memory of Justice asked how long the Legal Ombudsman remembers a decision after it has been made. This briefing asks a more fundamental question: what happens when the process produces no decision at all, and the data cannot afterwards tell us how often that happened.

Justice cannot remember a decision that was never made.

16. Evidence and methodology

This briefing is based on the following documents, all disclosed by the Legal Ombudsman under reference FOI00867 on 25 August 2026 in response to a request made on 29 July 2026, save for the Scheme Rules which are also published:

The FOI00867 final response dated 25 August 2026, signed by Grace Garande, Information Governance Officer.

Template 2-08, 'Complainant advance notice of Rule 5-7 decision request', version dated 18 August 2026.

Internal guidance, 'Chapter 5.4 and 5.7', last modified 19 February 2026, 21 pages, partially redacted.

Internal guidance, 'Withdrawn complaints', last modified 8 August 2023, 4 pages, partially redacted.

Internal guidance, 'Case fees and their application', last modified 1 July 2026, 7 pages, partially redacted.

Legal Ombudsman Scheme Rules, version including amendments applying to complaints referred from 1 April 2023.

The documents disclosed under FOI00867 are published in full alongside this briefing, as The Memory of Justice II: The Documents. The Scheme Rules are not reproduced there because they are already published at legalombudsman.org.uk.

Limitations. The closure table supplied by the Legal Ombudsman returned blank cells for 2021/22 in two rows and those have not been treated as zero, so all four-year totals in this briefing cover 2022/23 to 2025/26 only. The internal guidance documents are partially redacted and this briefing draws no inference from redacted passages. Two closure codes in the table use an unexplained abbreviation and no conclusion is drawn from them. Percentages are calculated from the rows listed in the disclosed table and are shares of those rows, not of all complaints received.

Blind Justice UK makes no finding about any individual complaint, any individual investigator or any individual ombudsman, and none of the material in this briefing arises from any complaint in which Blind Justice UK or its officers has been involved.

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Because justice should be blind, not silent.