

News

First in series of ombudsman's blogs hope to help with SDLT issues

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The Legal Ombudsman has published the first of 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 is focused on the changes to Stamp Duty Land Tax (SDLT), which will have seen a large number of clients looking to move house before the changes came into effect, and therefore increased demand on conveyancing firms. This might in turn lead to an increase in complaints.

[Read LeO's Stamp Duty Land Tax article \[https://www.legalombudsman.org.uk/legal-service-providers/learning-resources/preventing-complaints/spotlight-on-stamp-duty-changes/1\]](https://www.legalombudsman.org.uk/legal-service-providers/learning-resources/preventing-complaints/spotlight-on-stamp-duty-changes/1).