

Office of the Legal Services Complaints Commissioner

Interim Advisory Board Meeting 10 March 2005

Agenda

Venue Registry Trust, 173 – 175 Cleveland Street, London, W1T 6QR

Timing 12.00 for 12.30 start, scheduled to finish at 15.00

Attendees

Zahida Manzoor (Chair) LSCC

Les Courtneil OLSCC

Peter Farmer OLSCC

Judy Farrar (member)

Lynne Fromings OLSCC

Malcolm Hurlston (member)

Lorraine Jackson OLSCC

Jo Shaw OLSCC

Michael G Wilson (member)

Agenda item

1. Welcome & Introductions
2. Draft OLSCC Business Plan 2005/2006
for IAB'S advice on the OLSCC's work plans
for 2005/2006
3. Action on the Law Society Plan for
Complaints handling Version 4 – an update
4. Closure