



Office of the Legal Services Complaints Commissioner

LSCC Advisory and Consumer Board Meeting

14 May 2009

Agenda

Venue: Slaughter and May, One Bunhill Row, London EC1Y 8YY

Start time: 10:00 **Finish time:** 12:00

Agenda:

Item	Description	Lead
1	Welcome & Introductions	Zahida Manzoor
	Update on main issues arising since the last meeting	Zahida Manzoor
	Paper 1 – List of key events since the previous meeting	
2	Update on the work of the OLSCC:	
	• The Law Society's Client Care Programme	Zahida Manzoor
	• OLSCC's Year End Target Audit	Les Courtnell
	• The Legal Complaints Service (LCS) and Solicitors Regulation Authority (SRA) performance (2008/09)	Les Courtnell
	• OLSCC closure plan	Zahida Manzoor
	Papers 2 and 3 – Summary of LCS and SRA performance - 1 April 2008 to 31 March 2009	
3	Update on the Legal Services Act	Zahida Manzoor Lorraine Jackson
	Paper 4 – The Future of Legal Services	
4	Any other business	Zahida Manzoor
5	Close	Zahida Manzoor
6	Lunch will be available	