



**Legal Services Complaints Commissioner's
Advisory and Consumer Board**

Minutes

14 May 2009

Attendees

Zahida Manzoor CBE (The Commissioner – Chair)

George Seligman (Member)

Colin Brown (Member)

Avrom Sherr (Member)

Countess Eglinton of Winton (Member)

Louise Hanson (Member)

Rob Chester (Member) – by telephone

Les Courtneil (OLSCC)

Lorraine Jackson (OLSCC)

Marie Craven (OLSCC – Secretariat)

Apologies

David Harker OBE (Member)

Steven Silver (Member)

Michael G Wilson OBE (Member)

Malcolm Hurlston (Member)

Steven Boys Smith (Member)

1. Welcome and Introductions

1.1 The Commissioner welcomed members to the meeting.

2. OLSCC Update on main issues arising since the last meeting

2.1 OLSCC gave an update on the main issues affecting the Office since the last meeting. Particular reference was made to the client care agreement reached between the Commissioner and the Law Society. Board members were also provided with an update on the plans for closure of the OLSCC.

2.2 Board members suggested that the Commissioner may want to publish a valedictory report summarising the achievements of the OLSCC. The Commissioner agreed to consider the suggestion.

3. Update on the work of the OLSCC

- 3.1 OLSCC updated the Board on the potential end of year performance of the Law Society against the Commissioner's targets for 2008/09.

4. Future of Legal Services

- 4.1 OLSCC provided Board members with an update on the key events since the last meeting. These include the appointment of senior personnel within the LSB and OLC.

5. Closure

- 5.1 The Commissioner informed Board members that she would invite them to the final meeting of the Advisory and Consumer Board, which will take place in London in the autumn.
- 5.2 The Commissioner thanked Board members for their attendance and valuable contribution to the meeting.