

**Interim Advisory Board
Legal Services Complaints Commissioner
Meeting notes**

**Registry Trust, London
10 March 2005**

Attendees	
Zahida Manzoor LSCC Chair Malcolm Hurlston Judy Farrar Michael Wilson	Les Courtnell OLSCC Lorraine Jackson OLSCC Lynne Fromings OLSCC
Apologies	
George Seligman Stephen Boys Smith	Jo Shaw OLSCC

1. The OLSCC draft Business Plan 2005-2006

The Interim Advisory Board discussed the draft plan and gave advice to the Commissioner. The Commissioner accepted their advice, which will be taken into account in the next draft of the plan.

2. The Law Society's plan (version 4) for complaints handling

The Commissioner updated the Interim Advisory Board about the action taken on the Law Society plan (version 4). The Interim Advisory Board supported the approach taken by the Commissioner.

3. Closure

The Commissioner thanked Interim Advisory Board members for their attendance and input at the meeting and Malcolm Hurlston for hosting the meeting.

4. Next meeting

The next meeting will be held in Leeds, on Thursday 27 October 2005.