

**Legal Services Complaints Commissioner  
Advisory Board**

**Minutes**

**14 November 2005**

Attendees

Zahida Manzoor (LSCC)  
George Seligman (member)  
Malcolm Hurlston (member)  
Janice Revill (OLSCC) - minutes

Les Courtnell (OLSCC)  
Lorraine Jackson (OLSCC)  
Bronwyn Baker (OLSCC)

Apologies

Stephen Boyes Smith  
Michael Wilson  
Judy Farrar

**1. OLSCC Progress to date**

- 1.1 The Commissioner updated the Board members on the OLSCC's work since the Advisory Board meeting in March.

**2. Benchmark Findings**

- 2.1 OLSCC presented the findings of the benchmarking survey which had been carried out in the summer. The aim of the survey was to explore particular aspects of complaints handling organisations that were broadly comparable to the Law Society, in order to identify good practice and to inform the work of the OLSCC.

**3. Audit Findings**

- 3.1 OLSCC presented the findings of the OLSCC Annual Case File Audit, which was conducted in the Autumn. The intention of the Audit was to determine improvements to performance and to inform future target setting of the Law Society. The Audit report is due to be shared with the Law Society in November.

**4. The Law Society Targets 2006/07**

- 4.1 The Advisory Board discussed the proposed 2006/07 targets for the Law Society and gave advice to the Commissioner. The Commissioner accepted their advice, which will be taken into account in the setting of the targets.
- 4.2 The targets will be shared with the Law Society in November.

## **5. White Paper**

- 5.1 The Legal Services Reform White Paper “Putting Consumers First” was published on 17 October. OLSCC gave an overview of the key proposals contained in the paper, and a discussion ensued.
- 5.2 The Commissioner will be responding to the White Paper in November. This will be a joint response as Legal Services Ombudsman and Legal Services Complaints Commissioner.

## **6. Closure**

- 6.1 The Commissioner thanked Board members for their attendance and input to the meeting and Slaughter and May for providing the venue.
- 6.2 Dates for future meetings will be organised by OLSCC.