

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

**Eon House, London  
21 January 2005**

<b>Attendees</b>	
Zahida Manzoor LSCC Chair Stephen Boys Smith Judy Farrar George Seligman	Les Courtnell OLSCC Lorraine Jackson OLSCC Bronwyn Baker OLSCC Anita Holmes OLSCC Lynne Fromings OLSCC
<b>Apologies</b>	
Michael G Wilson	Malcolm Hurlston

**1. The Law Society's plan (version 3) for complaints handling**

The Interim Advisory Board discussed the Law Society plan (version 3) and gave advice to the LSCC. The LSCC accepted the advice and the next steps proposed.

**2. Interim Consumer Panel**

The Interim Advisory Board supported the proposal to set up an Interim Consumer Panel.

**3. Closure**

Proposed dates for future meetings will be circulated to the Interim Advisory Board.