

# Reporting period 1 July 2010 to 30 September 2010

## Summary

	In period	Same period last year	Current Year to date	Previous 12 months
Cases in hand at start of period	299			
New cases received	632			
Total starting workload	931			
Cases in hand at end of period broken down as follows	334			
<i>Enquiries</i>	18			
<i>With gateway awaiting eligibility assessment</i>	90			
<i>With mediation manager awaiting mediation</i>	48			
<i>Service complaints with investigator being investigated</i>	140			
<i>Handling complaints with the investigator being investigated</i>	2			
<i>Service complaints with Clerk awaiting determination</i>	36			
<i>Handling complaints with Clerk awaiting direction</i>	0			
<b>total cases closed during the period</b>	<b>597</b>			

## Enquiries

Of the 597 cases closed, the following were general enquiries or not legal/handling complaints

	In period	Same period last year	Current Year to date	Previous 12 months
General Enquiries	283			
Complainer did not return the complaint form	20			
The body complained about was out of jurisdiction	0			
The subject complained about was out of jurisdiction	43			
Complaint not about a legal practitioner	0			
<b>total number of enquiries closed during the period</b>	<b>346</b>			

## Legal and handling complaints overview

Of the starting workload of 931 'cases':

- 475 were legal complaints. Of those 475:
  - 195 were ineligible
  - 280 were eligible
    - 21 were referred to the professional bodies as they concerned conduct
    - 35 were eligible and closed by the SLCC
    - 224 are 'live' eligible complaints currently being considered by the SLCC
- 2 were handling complaints. Of those 2
  - 0 were ineligible
  - 0 were closed
  - 2 are live

The following sets out why complaints were closed and at what stage of the process.

## Legal complaint closure reasons

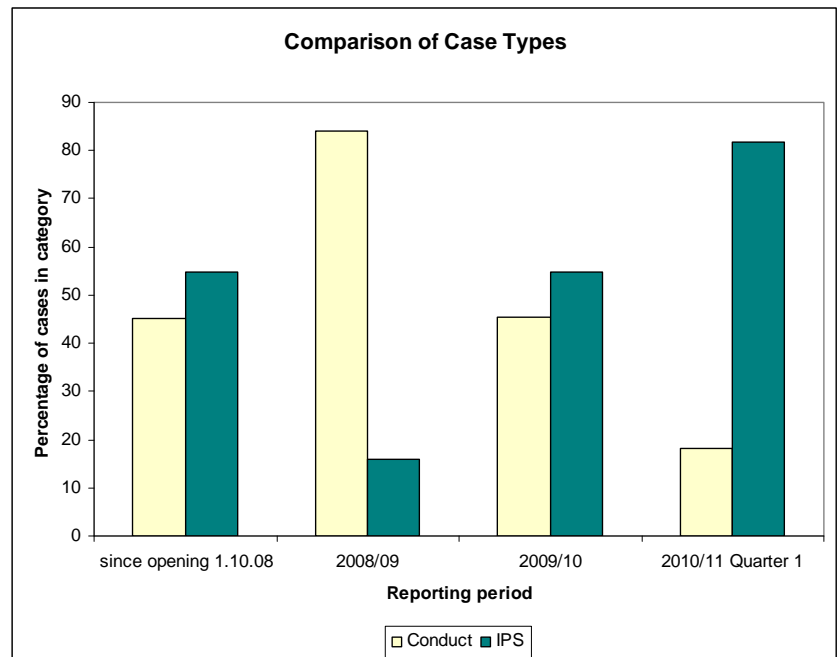
	In period	Same period last year	Current Year to date	Rolling 12 months
<b>Ineligible Conduct/Service</b>				
Pre-1.10.10 sent to LSS	138			
Pre-1.10.10 sent to FA	1			
Premature	9			
About a practitioner acting in a judicial capacity	0			
Made outside time limits	5			
Frivolous	-			
Vexatious	-			
Totally without merit (currently the total of FVTWM)	31			
Withdrawn by complainer before eligibility determined	11			
<b>Total ineligible conduct/service complaints</b>	<b>195</b>			
<b>Ineligible Handling Complaints</b>				
Premature handling complaint	0			
Handling complaint made outside time limits	0			
Ineligible handling complaint – other	0			
<b>Total ineligible handling complaints</b>	<b>0</b>			
<b>Eligible Conduct Complaints</b>				
Sent to LSS	19			
Sent to FA	2			
Sent to ACA	0			
<b>Total eligible conduct complaints</b>	<b>21</b>			
<b>Eligible Service Complaints</b>				
Resolved at mediation	12			
Resolved at investigation by report	2			
Resolved at investigation without a report	6			
Withdrawn by the complainer at investigation stage	5			
Upheld at determination	3			
Not upheld at determination	5			
Partially upheld at determination	2			
Withdrawn by the complainer at determination stage	0			
<b>Total eligible service complaints closed</b>	<b>35</b>			
Eligible handling complaints	0			
Upheld at investigation	0			
Not upheld at investigation	0			
Partially upheld at investigation	0			
Upheld at direction	0			
Not upheld at direction	0			
Partially upheld at direction	0			
<b>Total eligible handling complaints closed</b>	<b>0</b>			
<b>total number of complaints closed</b>	<b>251</b>			

## Comparison of primary complaint type

The four sets of blocks show the split between conduct and service complaints since opening, for the years 2008/09, 2009/10 and in the current year to date (quarter 1).

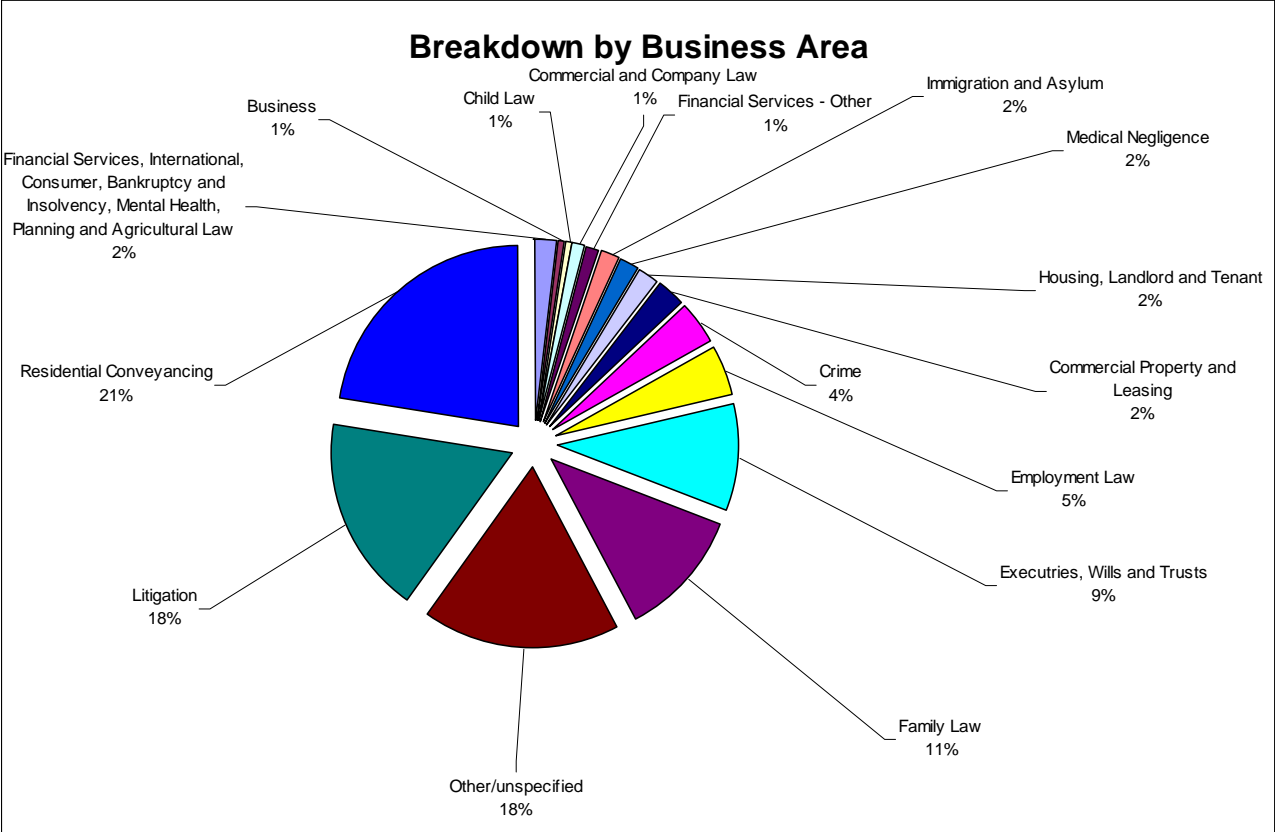
As the chart shows, overall we have received a marginally greater proportion of service complaints than conduct complaints since opening on 1.10.08.

As predicted, during the first operating year the proportion of conduct complaints was higher than service. By the end of 2009/10 the proportion of service complaints was marginally greater.



The first quarter of the current year shows a much greater proportion of service complaints but it is too early in the year to say this is a trend.

# Complaints by business area



This chart is shows the breakdown of eligible complaints by business area since the SLCC opened.