

Reporting period 1 October 2010 to 31 December 2010

Summary

	In period	Same period last year	Current Year to date	Rolling 12 months
Cases in hand at start of period	425	253	393	0
New cases received	487	914	1113	2740
Total starting workload	912	1167	1506	2740
Cases in hand at end of period				
<i>Enquiries</i>	4	60	4	4
<i>With gateway awaiting eligibility assessment</i>	127	148	127	127
<i>With mediation manager awaiting mediation</i>	30	13	30	30
<i>Service complaints with investigator being investigated</i>	146	47	146	146
<i>Handling complaints with the investigator being investigated</i>	0	0	0	0
<i>Service complaints with Clerk awaiting determination</i>	45	58	45	45
<i>Handling complaints with Clerk awaiting direction</i>	0	0	0	0
Total cases in hand at end of period	352	326	352	352
total cases closed during the period	560	841	1167	2388

'Cases' include enquiries and complaints. At the first point of contact they are all recorded as enquiries and only become complaints if a complaint form is received.

Enquiries

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

	In period	Same period last year	Current Year to date	Rolling 12 months
General Enquiries	368	486	651	1380
Complainer did not return the complaint form	11	9	28	47
The body complained about was out of jurisdiction	3	12	3	22
The subject complained about was out of jurisdiction	21	53	64	150
Complaint not about a legal practitioner	2	0	2	5
total number of enquiries closed during the period	405	560	748	1604

Legal Complaints

Overview

Of the starting workload of 912 'cases' 373 were legal complaints

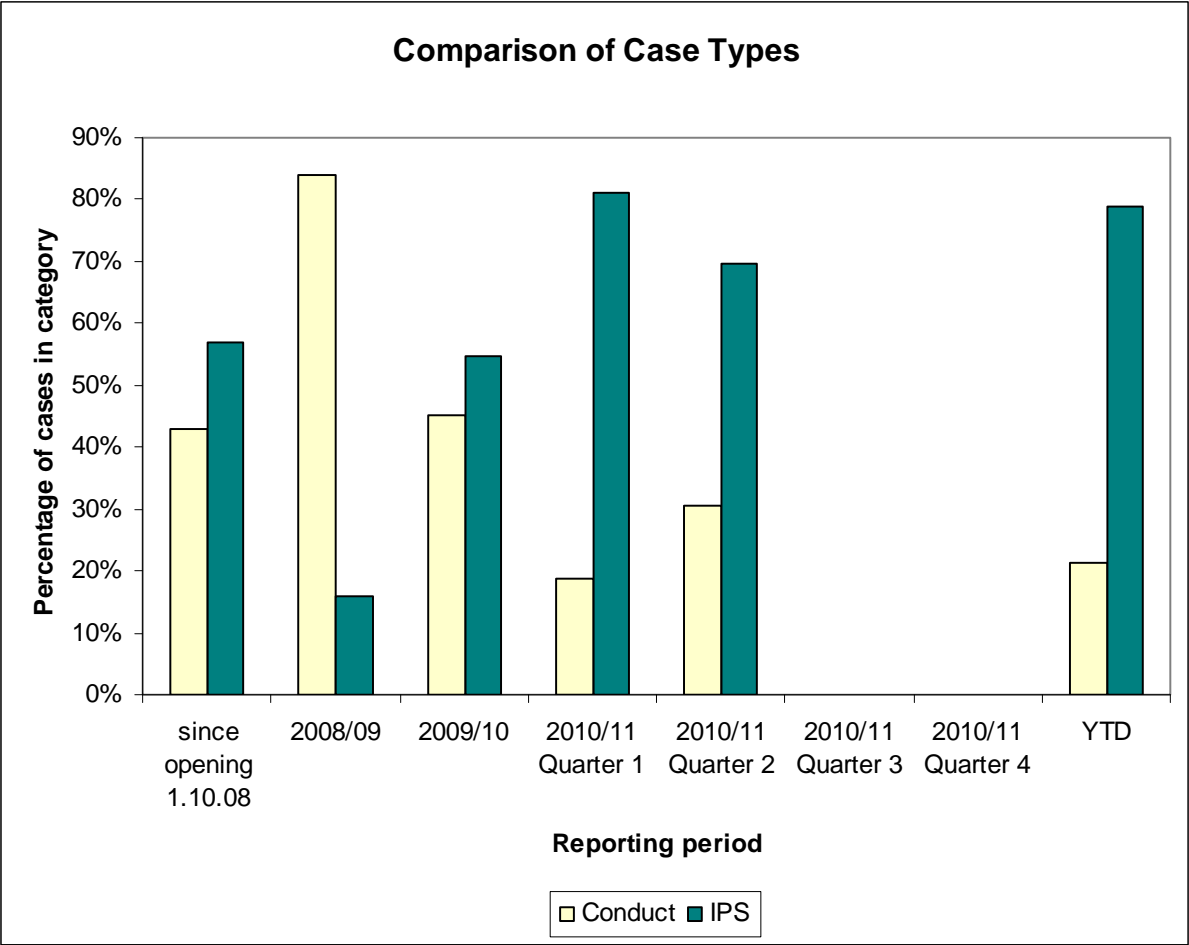
	In period	Same period last year	Current Year to date	Rolling 12 months
Ineligible	68	252	262	796
Eligible conduct complaint referred to RPO for investigation	17	24	38	129
Eligible service complaint dealt with and closed by SLCC	67	57	100	157
Eligible service complaints being mediated, investigated or determined by the SLCC	221	118	221	221
total number of complaints dealt with in the period	373	451	621	1303

The following sets out why legal 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
Ineligible Conduct/Service				
Pre-1.10.10 sent to LSS	6	219	143	589
Pre-1.10.10 sent to FA	0	3	1	9
Premature	3	2	12	22
About a practitioner acting in a judicial capacity	0	0	0	0
Made outside time limits	24	0	31	32
Frivolous	0	0	0	0
Vexatious	0	0	1	1
Totally without merit	5	0	5	5
FVTWM not specified (currently the total of FVTWM)	17	21	48	104
Withdrawn by complainer before eligibility determined	13	7	21	34
Total ineligible conduct/service complaints	68	252	262	796
Eligible Conduct Complaints				
Sent to LSS	16	24	35	125
Sent to FA	1	0	3	4
Sent to ACA	0	0	0	0
Total eligible conduct complaints	17	24	38	129
Eligible Service Complaints				
Resolved at mediation	21	1	33	49
Resolved at investigation by report	8	2	10	23
Resolved at investigation without a report	6	1	11	15
Withdrawn by the complainer at investigation stage	9	0	14	19
Upheld at determination	0	0	3	4
Not upheld at determination	14	0	18	30
Partially upheld at determination	9	1	11	17
Withdrawn by the complainer at determination stage	0	0	0	0
Total eligible service complaints closed	67	5	100	157
total number of complaints closed	152	281	400	1082

Comparison of primary complaint type



The sets of blocks show the split between conduct and service complaints:

- since opening
- for the years 2008/09, 2009/10
- current year by quarter
- current year to date

Third-party complaints

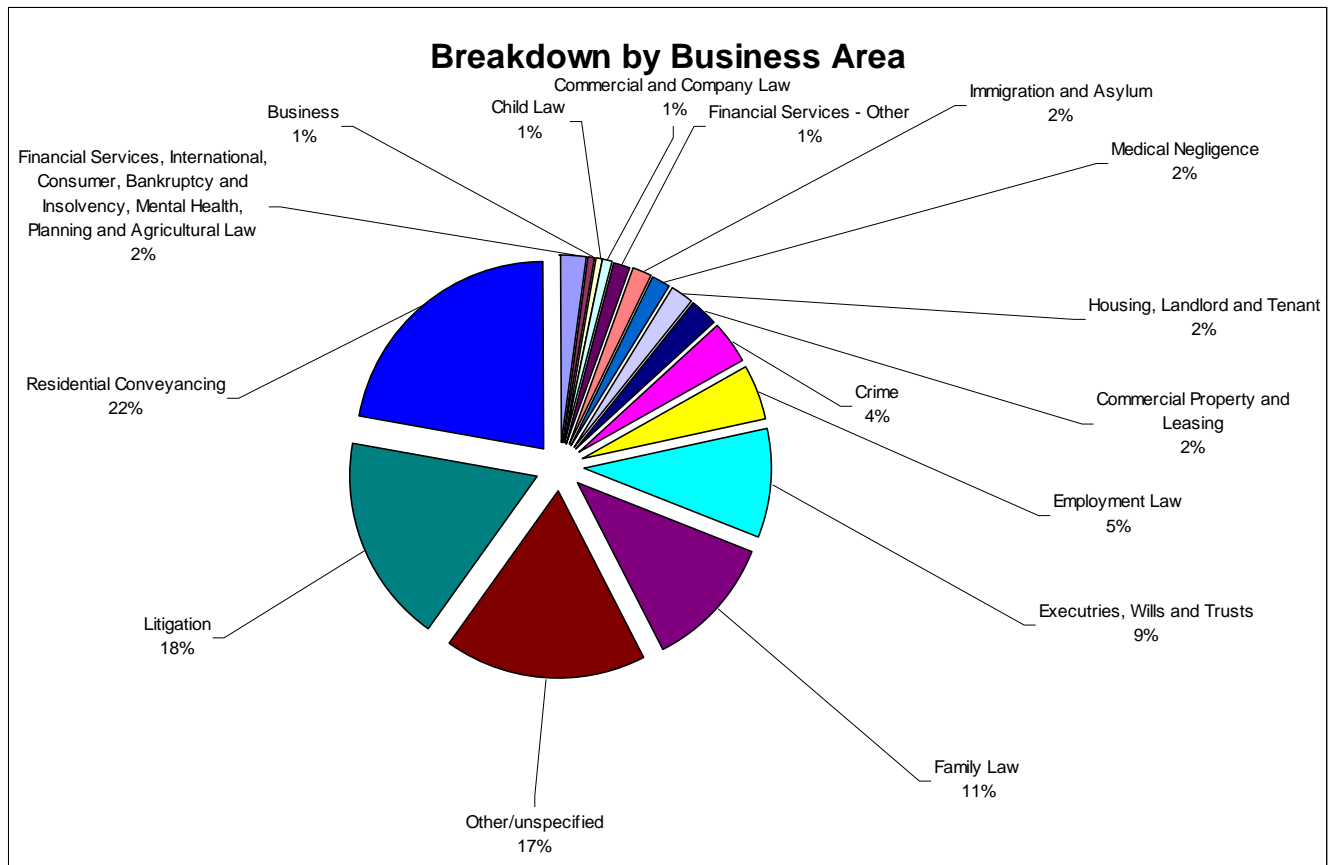
These figures are for complaints that were legal complaints and considered for eligibility since the SLCC opened on 1 October 2008.

Case Type	Number of Third Party Complaints
None specified	10
Conduct	203
Service	76
Total	289

This is 26% of all legal complaints assessed for eligibility

Legal complaints by business area

Breakdown of eligible complaints by business area since the SLCC opened.



Handling complaints

Overview

Of the starting workload of 912 'cases' 3 were handling complaints.

	In period	Same period last year	Current Year to date	Previous 12 months
Ineligible	1	0	4	4
Eligible handling complaint dealt with and closed by SLCC	2	0	2	2
Eligible handling complaints being investigated or determined by the SLCC	0	0	0	0
total number closed during the period	3	0	6	6

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

	In period	Same period last year	Current Year to date	Rolling 12 months
Ineligible Handling Complaints				
Premature handling complaint	1	0	3	3
Handling complaint made outside time limits	0	0	1	1
Ineligible handling complaint – other	0	0	0	0
Total ineligible handling complaints	1	0	4	4
Eligible handling complaints				
Upheld at investigation	0	0	0	0
Not upheld at investigation	1	0	1	1
Partially upheld at investigation	0	0	0	0
Upheld at direction	0	0	0	0
Not upheld at direction	0	0	0	0
Partially upheld at direction	0	0	0	0
Withdrawn	1	0	1	1
Total eligible handling complaints closed	2	0	2	2
total number of complaints closed	3	0	6	6