

**COM010 GUIDE TO INFORMATION AVAILABLE THROUGH OUR PUBLICATION
SCHEME**

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1 Introduction

1.1 The Freedom of Information (Scotland) Act 2002 (FOISA) places a duty on the SLCC to publish information proactively. We must have regard to the public interest in the information which we hold and make it available so it can be accessed without the need for a request under Section 1 of FOISA.

1.2 The purpose of this Guide to Information is to:

- (i) Allow the public to see what information is available (and what is not available) in relation to each class;
- (ii) state what charges may be applied;
- (iii) explain how to find the information easily;
- (iv) provide contact details for enquiries and to get help with accessing the information; and
- (v) explain how to request information we hold that has not been published.

1.3 We hope that in publishing this information, we will demonstrate that we are an open and transparent organisation in practice. We appreciate that providing information can improve stakeholder relationships and helps understanding and meaningful engagement with us.

1.4 Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you by email or in paper copy (although there may be a charge for this).

1.5 Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

1.6 Copyright and re-use

Where we hold the copyright in our published information, the information may be copied or re-used without formal permission, provided that:

- (i) it is copied or re-used accurately;
- (ii) it is not used in a misleading context; and
- (iii) the source of the material is identified.

1.7 Where we do not hold the copyright in information we publish, we will make this clear.

2 Charges

2.1 This section explains when we may make a charge for our publications and how any charge will be calculated.

2.2 There is no charge to view information on our website or at our premises.

2.3 We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

2.4 Our photocopying charge per sheet of paper is shown in the tables below:

Black and white photocopying	A3	15p per sheet of paper
Black and white photocopying	A4	10p per sheet of paper
Colour photocopying	A3	25p per sheet of paper
Colour photocopying	A4	20p per sheet of paper

- 2.5 Information provided on USB will be charged at £1.50 per USB.
- 2.6 Postage costs will be recharged at the rate we paid to send the information to you.
- 2.7 When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.
- 2.8 We do not pass on any other costs to you in relation to our published information.
- 2.9 Please note that this charging schedule does not apply to any commercial publications (Class 8: commercial publications). These are items offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production. (NB We do not currently offer any such publications)

3 Contact us

- 3.1 You can contact us for assistance with any aspect of this Publication Scheme:

Scottish Legal Complaints Commission (SLCC)

Capital Building

12-13 St Andrew Square

Edinburgh

EH2 2AF

Tel: 0131 201 2130

Email: enquiries@scottishlegalcomplaints.org.uk

DX ED573 EDINBURGH

[We are open from 9am until 5pm, Monday to Friday, apart from Tuesday when we close for staff training between 10am and 11am].

- 3.2 We can also advise you about how to ask for information that we do not publish, how to make an information request under the Data Protection Act 2018, or how to complain if you are dissatisfied with any aspect of this Publication Scheme.

4 The Classes of information that we publish

- 4.1 We publish information that we hold within the following Classes. Once information is published under a Class we will continue to make it available for the current and previous two financial years.

Class 1: About the authority

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our open data

4.2 Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

4.3 Class 1: About the authority

Information about us, who we are, where to find us, how to contact us, how we are managed and our external relations.

About the SLCC	How to access it
About the SLCC	https://www.scottishlegalcomplaints.org.uk/about-us/
Who we are	http://www.scottishlegalcomplaints.org.uk/about-us/who-we-are
Governance	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/
Governing Legislation	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules
Responsibilities of Members	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/responsibilities-of-members/
Gifts and Hospitality Registers	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/gifts-hospitality-registers
Our Values	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-strategy/
Our History	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-history/
Consumer Panel	https://www.scottishlegalcomplaints.org.uk/about-us/consumer-panel/
Annual Reports	https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/
Consultation responses	https://www.scottishlegalcomplaints.org.uk/consultation/
News	https://www.scottishlegalcomplaints.org.uk/about-us/news/
Freedom of Information	https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/
Subject Access Request	https://www.scottishlegalcomplaints.org.uk/about-us/privacy/privacy-notice/
Contact Us	By phone: 0131 201 2130 https://www.scottishlegalcomplaints.org.uk/contact-us/

4.4 Class 2: How do we deliver our functions and services

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

Delivering our business	How to access it
How to make a complaint about a legal practitioner	https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/
How to make a handling complaint about The Law Society of Scotland, The Faculty of Advocates or the Association of Commercial Attorneys [For complainers to the SLCC]	https://www.scottishlegalcomplaints.org.uk/your-complaint/further-information/other-types-of-complaint/handling-complaints/
How to make a handling complaint about The Law Society of Scotland, The Faculty of Advocates or the Association of Commercial Attorneys [For legal practitioners who were the subject of a complaint to the SLCC]	https://www.scottishlegalcomplaints.org.uk/for-lawyers/handling-complaints/
The SLCC complaints process	https://www.scottishlegalcomplaints.org.uk/your-complaint/our-process/
Complaints Case Examples	https://www.scottishlegalcomplaints.org.uk/your-complaint/case-studies/
SLCC Videos	https://www.scottishlegalcomplaints.org.uk/resources/slcc-videos/
How to appeal an SLCC decision	https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/
Our Processes	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/
SLCC Rules	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/
SLCC Policies	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/policies/
How to complain if you are dissatisfied with our service	https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/
Accessibility	https://www.scottishlegalcomplaints.org.uk/contact-us/accessibility/
Frequently asked questions	https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/
Guidance and advice for legal practitioners	https://www.scottishlegalcomplaints.org.uk/for-lawyers/guidance-advice/
Guidance and advice for consumers	https://www.scottishlegalcomplaints.org.uk/resources/consumer-guides/

Delivering our business	How to access it
Useful Links	https://www.scottishlegalcomplaints.org.uk/resources/useful-links/
Strategic aims and values	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-strategy/
Operating Plans	https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/

4.5 Class 3: How we take decisions and what we have decided

Information about the decisions we take, how we make decisions and how we involve others.

Decision-making	How to access it
The SLCC complaints process	https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/
How to appeal an SLCC decision	https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/
SLCC Rules	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/
Frequently asked questions	https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/

4.6 Class 4: What we spend and how we spend it

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend money and what has actually been spent).

Financial Information	How to access it
Annual Accounts	https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/
SLCC Budget and Annual Levy	https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/
Senior Staff Salaries	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/senior-staff/
Board Members Expenses	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/board-member-
Public Services Reform (Scotland) Act 2010 – Information Disclosure	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/public-services-reform-act/act.aspx

4.7 Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of the authority.

Resources	How to access it
Our Processes	https://www.scottishlegalcomplaints.org.uk/about-us/
Jobs at the SLCC	https://www.scottishlegalcomplaints.org.uk/about-us/careers/current-vacancies/
Working at the SLCC	https://www.scottishlegalcomplaints.org.uk/about-us/careers/working-at-the-slcc/
Our recruitment process	https://www.scottishlegalcomplaints.org.uk/about-us/careers/our-recruitment-process/

Resources	How to access it
Biodiversity	https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/biodiversity-reporting/

4.8 **Class 6: How we procure goods and services from external providers**

Information about how we procure goods and services, and our contracts with external providers.

Procurement	How to access it
SLCC Procurement Policy	By contacting the SLCC, not currently available on-line

4.9 **Class 7: How we are performing**

Information about how we perform as an organisation, and how well we deliver our functions and services.

Performance	How to access it
Annual Report	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-annual-report/
Complaint Statistics	https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-performance/
How to complain if you are dissatisfied with our service	https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/

4.10 **Class 8: Our commercial publications**

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

- (i) We do not currently hold or publish information under this class.

4.11 **Class 9: Our open data**

Open data made available by us as described by the Scottish Government's Open Data Resource Pack and available under open licence.

- (i) We do not currently publish information under this class.

5 **Accessing information that we do not publish**

- 5.1 From 1 January 2005, the general entitlement to information under Section 1 of FOISA enables any member of the public to make a request for information that is not published through the SLCC's publication scheme. Details on how to make a request under FOISA are available on our website here: <https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/>

6 **Duration**

- 6.1 Once published through the Guide to Information, the information should be available for the current and previous two financial years. Where information has been updated or superseded, only the current version is made available. However, previous versions may be requested from the SLCC.