

**MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS  
COMMISSION: 10.00 AM MONDAY 14<sup>TH</sup> MARCH 2011**

**Venue: The Stamp Office, 10 – 14 Waterloo Place, Edinburgh, EH1 3EG**

**PRESENT:**

**LAY:**

Jane Irvine (Chairing Member)  
Linda Pollock  
Douglas Watson  
George Irving

**LAWYER:**

David Smith  
Alan Paterson  
Margaret Scanlan  
David Chaplin

**APOLOGIES:**

Ian Gordon

**In attendance:**

Rosemary Agnew (CEO)

**Withheld under FOISA Section 38(1)(b)** (MA) (minutes)

Doreen Graham (HoC, part of meeting)

**Abbreviations used:**

LSS – Law Society of Scotland

**1. WELCOME, APOLOGIES & DECLARATION OF CONFLICT OF INTERESTS**

1.1 Apologies – Ian Gordon

1.2 Members confirmed there were no conflicts of interest.

**2. APPROVAL OF PREVIOUS MEETINGS MINUTES**

2.1 The draft SLCC minutes of 14<sup>th</sup> February were approved subject to minor amendments.

**3. MATTERS ARISING FROM LAST MINUTES/AOB (not on agenda)**

3.1 **Withdrawn Complaints:** The CEO confirmed that a review of withdrawn complaints had been done and that there were no issues to report. The Management Team has formalised and put in place a policy and process in relation to the withdrawal of complaints across the SLCC which makes it mandatory to have management permission before a complaint can be accepted as withdrawn. It was implemented on 25<sup>th</sup> February 2011.

3.2 **AOB:** There will be no Board meeting in August 2011.

**4. ANNUALLY RECURRING MATTERS**

4.1 **Budget:** The CEO updated the Board that the SLCC had received some formal responses to the budget during the consultation period so far. Subsequent to the consultation period ending the responses will be published on the website.

*G Irving arrived 10.55 am*

4.2 **Annual Report:** Members confirmed to the HOC that they were happy with the suggested approach for the SLCC's 3<sup>rd</sup> annual report.

## 5. COMPLAINTS UPDATE

- 5.1 **Appeals Update:** The CEO provided a general verbal update on the current situation with appeals. There was nothing new of significance to note.
- 5.2 **KPIs Working Group Findings:** There was a discussion regarding the findings and explanations of the KPI Working Group and the Board agreed the suggested recommendations recognising that there is still work to do on developing quality measures. In addition to the regular reporting the CEO was tasked to report to the Board at the end of the operational year on comparing decisions and recommendations at each stage of the complaints process.

85	ACTION: report to the Board at the end of the operational year on comparing decisions and recommendations at each stage of the complaints process.	DUE: July Board meeting
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## 6. OVERSIGHT

- 6.1 **Master Policy & Guarantee Fund Research:** The Board agreed that 1 further month be allowed for Manchester University to submit their findings to the SLCC.
- 6.2 **Guarantee Fund Research:** The CEO updated the Board and confirmed the timetable for the research.
- 6.3 **Statement of Aims and Approach in Relation to the Monitoring of the effectiveness of the Master Policy:** After some discussion regarding the past and current research the Board agreed the Statement of Aims and Approach as the way forward subject to suggested amendments.

86	ACTION: CEO to include reference to S.39 of the Act in the Statement of Aims and Approach along with minor amendments and bring back to the Board.	DUE: April Board Meeting
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- 6.4 **Project Brief – Master Policy Research, Phase 2:** The Board agreed the Project Plan.
- 6.5 **Conduct Complaints Oversight:** The Board noted the update on Oversight activities in accordance with the plan previously agreed by the Board.

## 7. MEMBER RECRUITMENT & BOARD ARRANGEMENTS

- 7.1 The Chair updated the CEO and Board on the current Member recruitment situation. There was a brief discussion regarding the final recruitment exercise prior to the current Members' terms expiring. It was agreed that the Chair would request to the Scottish Government that there be a Board of 9, comprising 6 lay Members and 3 lawyer Members to allow Determination Committees to be convened more easily.

## 8. CEO REPORT

- 8.1 The CEO's update was noted.

**9. CHAIR REPORT**

9.1 The Chair's report was noted.

**10. CONSULTATIONS**

10.1 Members agreed that the SLCC should participate in a Scottish Government consultation on the proposals for the ownership and control of firms providing legal services under the provisions of the Legal Services (Scotland) Act 2010.

**11. DATE OF NEXT BOARD MEETING**

The next Board Meeting will be held on Monday 18<sup>th</sup> April 2011, 10 am at the Stamp Office  
10 – 14 Waterloo Place, Edinburgh, EH1 3EG.

*Board Meeting ends 12.40pm*