

MINUTE OF A MEETING OF THE MEMBERS OF THE SCOTTISH LEGAL COMPLAINTS COMMISSION: 10.00AM ON MONDAY 21ST DECEMBER 2009

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

PRESENT:

LAY:

Jane Irvine (Chairing Member)
 Ian Gordon (conference call)
 Linda Pollock
 George Irving (conference call)

LAWYER:

Margaret Scanlan
 David Chaplin
 David Smith
 Alan Paterson

APOLOGIES:

Douglas Watson
 Eileen Masterman (CEO)

In attendance:

Rosemary Agnew (HOI)
 Allison Leitch (HR Mgr) (part of the meeting)
 Doreen Graham (HOC) (part of the meeting)
 Sam Hudson (Minutes)

Abbreviations used:

LSS Law Society of Scotland
 FoA Faculty of Advocates
 SGvt Scottish Government
 SRA Solicitors Regulatory Authority

1. APOLOGIES

As noted above.

2. DECLARATION OF CONFLICT OF INTERESTS

None.

3. MINUTES & MATTERS ARISING OF 23 & 24.11.09

3.1 Due to the busy agenda it was agreed that the minutes would be revised by the chair and presented and agreed at the Board meeting in January for the Members' comments.

1	ACTION: CHAIR to revise minutes to be represented at next meeting.	DUE: Next Board Meeting – 18.01.10
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3.2 However, some points from the last meeting were briefly touched on and it was agreed that the Chair and ACEO would arrange a meeting with SLAB to discuss the internal audit arrangements.

2	ACTION: ACEO to set up meeting with SLAB	DUE: Meeting to be arranged for end of January.
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3.3 Members asked, that if the SLCC are responding to any Government consultations, that they see a draft prior to sending.

4. CHAIR'S REPORT

- 4.1 The Chair briefly went over her update and the various meetings and conferences she had attended. It was noted that the presentation to Consumer Focus had gone well.
- 4.2 All agreed that quarterly case statistics would be published on the SLCC website and the SG updated with these statistics quarterly also.

5. ACEO REPORT

- 5.1 The ACEO briefly ran over her paper to all present and briefed Members on several points in her report, and outlined what her priorities are for the start of 2010: external audit action plan; internal audit provision; internal communication routes and meetings; harmonisation appeals; specific policies.

3	ACTION: RA to present Paper on Board Administration which should include method of recording Board action points.	DUE: February Board Meeting.
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- 5.2 The ACEO verbally updated the Board on the work being done on the organisational structure.
- 5.3 It was agreed that the ACEO should seek legal advice on matters relating to the organisational structure.

4	ACTION: RA to obtain legal advice in relation to the policy and present paper to Board	DUE: Once legal advice obtained, the Board meeting that will follow.
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5.4

- 5.5 **Annual Accounts:** It was agreed that the completed Annual Accounts report from Grant Thornton be remitted to ARAC along with the ACEO's responses to the Grant Thornton action plan. Legal Members however noted that they should not be considered representatives from the profession (as GT report has detailed) and therefore the Board Governance arrangements do not reflect that. ARAC will thereafter advise the Board accordingly.

6	ACTION: ACEO to write to Grant Thornton and obtain formal response about status of legal members.	DUE: ARAC meeting.
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- 5.6 **Business Plan:** The business plan was discussed and the Members approved the business plan as presented for the purposes of budget consultation in January. The

Members acknowledged that the ACEO and others would like to improve on the plan following the presentation of a strategy in February 2010.

7	ACTION: ACEO to present strategy to Board in February 2010	Due: February 14 th 2010 Board Meeting.
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5.7 **Feedback from the Board to Complaint-Handling Staff:** A discussion took place regarding this and the proposals outlined for a meeting were agreed by the Members.

6. BUDGET

6.1 The ACEO outlined the different areas in drafting the budget and a lengthy discussion ensued. The Board Members agreed they were happy with the way the budget paper was presented. The Board also acknowledged that by approving the points in the budget paper, they were also approving the framework for future budgets.

8	ACTION: ACEO to draft a reserves policy including a rationale for level at which reserves are set.	Due: Next board meeting – 18 th January 2010.
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The HOC and HR Manager joined meeting at 2.50pm

7. ANNUAL REPORT LAUNCH

7.1 The HOC ran over her paper on the arrangements for the launch of the SLCC annual report and Members were invited to contribute to the guest list.

7.2 A paper was tabled by the ACEO on the suggested wording to be included in the annual accounts. The Members agreed to wording subject to some minor typographical changes.

7.3 Members thanked the HOC for her work on the Annual Report.

George Irving and the HOC left the meeting at 3pm

8. HR ACTION POINT & HARMONISATION UPDATE

The HR Manager updated the Board on matters relating to harmonisation and agreed availability for the next stage in the process.

The HR Manager left the meeting at 3.10 pm

9. VFTM COMPLAINTS UPDATE

A lengthy discussion took place on the paper presented and a status quo was reached so there will be no changes to the current process.

Meeting ended 3.30 pm

10. DATE OF NEXT MEETING

The next Board Meeting will be held on Monday 18th January 2010, 10 am at the Stamp Office 10 – 14 Waterloo Place, Edinburgh, EH1 3EG.