

Scottish Legal Complaints Commission
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Ms Lorna Jack
CEO
Law Society of Scotland
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9 April 2015

Dear Lorna

Consultation on the Operating Plan and Proposed Budget for the SLCC for 2015/16

Thank you for your letter of 6 March 2015 to Matthew Vickers, in response to the consultation on our budget and operating plan for 2015/2016.

I am pleased to hear that you recognise the work we have done in reducing our operating budget and in reducing the levy for 2015/2016. As Matthew indicated, the SLCC has made considerable progress over the past three years and the public and the profession have benefited from the work we have done in resolving complaints and in providing guidance.

I also note your observations on our reserves and your point on sustainability. In 2013 we amended our reserves policy with the stated aim of holding a position which reflected more than two but less than three months of our average expenditure. Our performance against last year's budget and projected figures for this year indicates that our year end position will be close to or above our upper limit. Our decision to release £83,000 for 2015/2016 was taken with this in mind and, if used, would still leave us comfortably within the parameters we set in 2013. Any future decision to further draw upon reserves will still be governed by these parameters.

I would like to thank you for your thoughtful comments in recognising Matthew's achievements as CEO and in wishing him all the best in his new role. I hope that you will have an equally productive working relationship with our new CEO once appointed.

Finally, we welcome your feedback on our budget and operating plan, and will continue to work with you and your colleagues in the future, such as the publication of our new complaint levy policy.

Yours sincerely

Bill Brackenridge
Chairman of the Commission