

slcc consumer panel

representing the consumer voice

Demographics Yearbook 2015-16

This Yearbook reports on the profile of complainers to the SLCC during the period between 1 July 2015 and 30 June 2016.

Information on the characteristics of complainers is collected on the SLCC complaint form. Collecting this data helps to ensure that the SLCC's services are accessible to all.

The characteristics monitored during this period were:

- Disability
- Age
- Gender
- Ethnicity
- Residence in Scotland

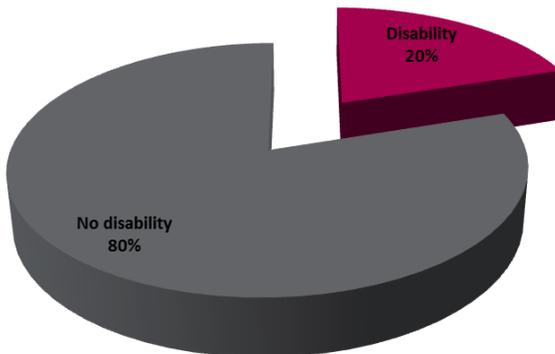
About the consumer panel

The Consumer Panel is an independent advisory panel set up to assist the SLCC in understanding and taking account of the interests of consumers of legal services.

Disability

The numbers here are parallel with previous years' statistics.

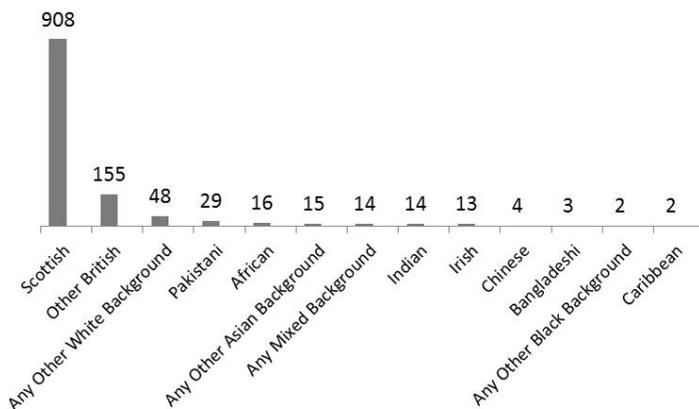
They also closely match the national figures (2011 census) on the percentage of Scotland's population considering themselves disabled.



Ethnic group

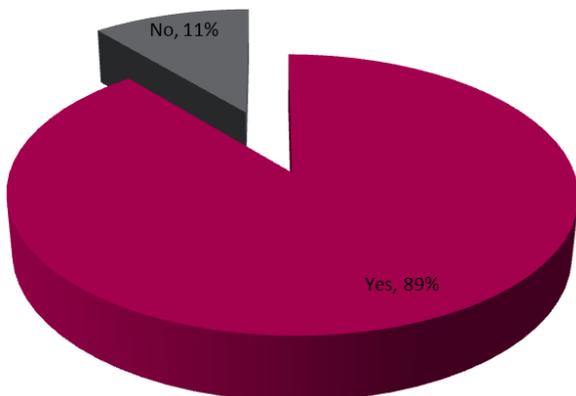
As in previous years, Scottish and 'Other British' dominated the ethnic group statistics.

This is in line with figures for Scotland overall from the 2011 census.

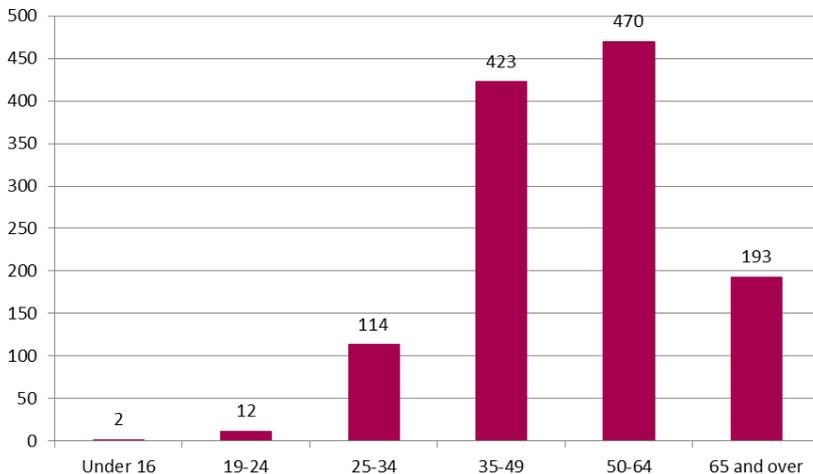


Residency

89% of complainers are ordinarily resident in Scotland. Various factors explain the 11% who are not—for example, some complainers have moved from Scotland and others may never have been resident but have involvement with a Scottish executry.



Age group



As in previous years, there were very few complaints from the youngest three age groups (under 16, 16-18 and 19-24).

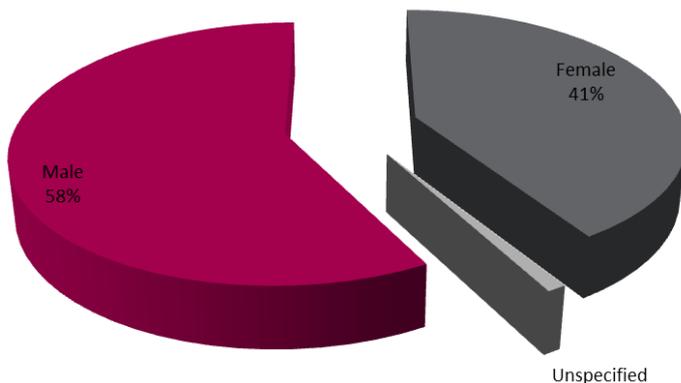
There were relatively more complaints from the 35-49 and 50-64 age groups. This may reflect patterns of legal service use.

Gender

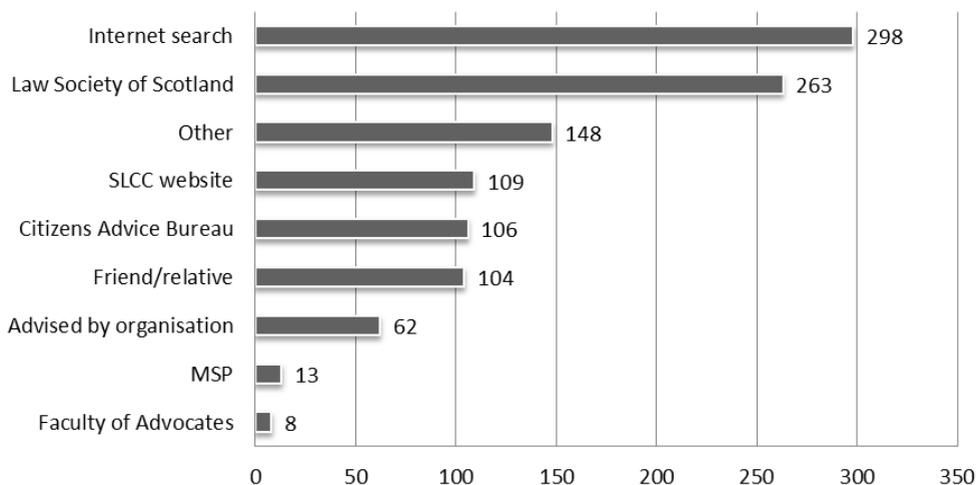
A pattern of more male complainers than female complainers continued.

The split of 58% to 41% (with 1% 'unspecified') is in line with previous years.

This is also the case with other complaint handling schemes.



How do people hear about the SLCC



Referrals through the Law Society of Scotland still represent a significant proportion of people making a complaint to the SLCC. Some people come to the SLCC through multiple agencies, suggesting the journey is not straightforward.

Only 6% of complainers appear to have heard about the SLCC from the organisation they wish to complain about– something we wish to see improve.

Due to the low levels of signposting from firms and the roundabout means by which consumers are arriving at the SLCC, there is a clear need to increase public awareness of the right to make a complaint and to increase the SLCC's visibility. Work to address this has been identified in the SLCC Strategy 2016-2020.

To contact the Consumer Panel directly, email consumerpanel@scottishlegalcomplaints.org.uk.

