

Neil Stevenson  
Chief Executive  
Scottish Legal Complaints Commission  
The Stamp Office  
10-14 Waterloo Place  
EDINBURGH  
EH1 3EG

9 March 2016

*Dear Neil*

Thank you for your letter of 28 January 2016, which enclosed the Scottish Legal Complaint Commission's ("the SLCC") its four year Strategy and Operational Plan and draft budget for 2016-17. The Minister has asked me to respond to you on his behalf.

I understand that the consultation was launched on your website on 29 January 2016, divided into the three elements noted below.

### *Strategy*

The Minister welcomes your request for views from the profession and your key stakeholders on the future strategic direction of the SLCC and will be interested to see the responses from the consultation around your five strategic priorities and particularly the questions on:

- Do the profession and stakeholders feel that your priorities are correct and whether they balance consumer interest against the needs of the sector?
- Do the profession and stakeholders think our values and customer service focus are appropriate?

### *Operational Plan*

In relation to the proposed Operational Plan, I note that this sets out how the SLCC will deliver its strategic objectives, as well as recognising the role that it has to play in the delivery of the Programme for Government commitments and also the National Performance Framework.. Your request for feedback around Equality, Diversity and Inclusivity shows your commitment to the Programme for Government objectives, whilst maintaining a level of independence for your organisation.

*Draft Budget*

I am pleased to see that the draft budget proposal outlines both short and long term efficiencies, which has been reflected in your proposed levy to the profession and has resulted in a modest increase being proposed for your members in 2016-17.

The Minister is looking forward to meeting you on Thursday 17 March, which will give him an opportunity to discuss the Consultation responses with you.

Yours sincerely

*Denise*

DENISE SWANSON  
Head of Access to Justice Unit