

Neil Stevenson
Chief Executive
Scottish Legal Complaints Commission
Capital Building
12-13 St Andrew Square
Edinburgh
EH2 2AF

11 February 2026

Dear Neil,

CONSUMER SCOTLAND RESPONSE TO SLCC CONSULTATION ON 2026-27 OPERATING PLAN AND BUDGET AND DRAFT STRATEGY 2026-30

Thank you for the opportunity to respond to the Scottish Legal Complaints Commission's 2026-27 Draft Work Plan along with its strategy for the period 2026-30.

Consumer Scotland has valued our engagement with the SLCC and the Consumer Panel, of which we are a member, over the past 12 months. In particular, we have been pleased to work with you on ongoing legislative and regulatory reforms. We look forward to continuing to work together to achieve positive outcomes for consumers of legal services in Scotland.

Consumer Scotland recently published our own Draft Work Programme for 2026-27, setting out our planned work for the year ahead, across our five statutory outcomes:

- Reducing harm to consumers
- Increasing consumer confidence in dealing with businesses that supply goods and services
- Increasing the extent to which consumer matters are taken into account by public authorities
- Promoting the sustainable consumption of natural resources and other sustainable practices
- Advancing inclusion, fairness, prosperity and other aspects of wellbeing in Scotland

Our Programme sets out our proposed research, analysis, policy, advocacy and strategic partnerships activities for the year ahead, alongside our statutory roles on the Consumer Duty for public bodies in Scotland, our recall of goods function and the next steps in our planned investigations on behalf of consumers. We will be publishing our Consumer Welfare

Report setting out how well the interests of consumers are being served in Scotland and will continue to undertake supporting work to ensure the effective implementation of legal services reforms through our continued membership of the Independent Consumer Panel.

We welcome the SLCC's recent response to our own plan of work and offer the following comment on the SLCCs plans:

We note the continuing impact of significant legislative reforms on the SLCC's activities. Now that the Regulation of Legal Services Act is in place we support the development of a new strategy for 2026-30, focussing on the effective and timely implementation of these reforms. The reforms will require the adoption of new responsibilities and the implementation of new systems, whilst maintaining legacy systems until complaints lodged under these have been completed. While we appreciate the need to maintain these legacy systems, we also acknowledge the cost and complexity of doing so. The legislative reforms offer some improvements for consumers, notably around complaint handling, transparency and entity regulation and we are in favour of these elements being implemented as soon as is practicable, and with minimal delay.

We support the alignment of the SLCC's work with other Scottish Government policy and frameworks, such as the National Performance Framework and Public Sector reform Strategy. We are pleased to see work to prevent the common causes of complaints, to encourage early resolution and to explore collaboration and efficient and effective use of resources.

We strongly support the intended work to ensure the Consumer Panel has the membership, governance and support to deliver against its new remit. We welcome the Panel's intention to review the evidence of consumer experience of using legal services and the principles that underpin consumer-focussed regulation. This work can support various strands of the SLCC's other work by ensuring that consumer insights support the development of future systems. We look forward to playing a part in the development of the Panel's work.

I hope these comments are helpful and we look forward to continuing to work with the SLCC during 2026 and beyond.

Yours sincerely

A handwritten signature in black ink, appearing to read 'DW', with a long horizontal line extending to the right from the end of the signature.

Douglas White

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