

Amanda Pringle talks about her experience as an SLCC Board Member

The advert for the post of Legal Commissioner with SLCC caught my attention but I hesitated in applying as I thought my background in social welfare law might not be what they were looking for. However, encouraged by others I applied finding the process user friendly. Delighted, if somewhat surprised, at my appointment, I took up the five year post on 1 April 2016.

Recruitment to the SLCC Board is on a rolling basis so that the make-up of members, both lay and legal, changes over time resulting in a refreshed and reinvigorated Board across the period of appointment. I consider myself lucky to have benefited from serving under two inspirational Chairs and alongside members, both lay and legal, of varied backgrounds and experience.

The Board is responsible for setting the strategic aims and goals for the organisation, holding the CEO and management team to account for their implementation thereof. What makes this post somewhat unusual is the duality whereby in addition to governance responsibilities, every Board member also undertakes decision making relating to eligibility cases and determination committees.

There was an in-depth induction process, including shadowing. Over my period of appointment, I have found the duality of the role to be challenging and hugely rewarding. The post has afforded me an in-depth understanding of the nuts and bolts of governance for a national body operating in a challenging environment amid discussion of reform. In addition, I have benefitted from an in-depth insight into complaint cases, coupled with oversight of the world of legal complaints at the intersection of the legal profession and the consumer.

SLCC was not wholly welcomed by the profession when first introduced and I found this reflected in comments received from some fellow lawyers upon learning of my appointment. Nearing demitting, I wholeheartedly recommend applying to assist in shaping the way forward for complaints and the legal profession, all in addition to professional and personal development. You will be contributing to regulation of the profession in Scotland and helping it be fully fit for the future.

Amanda Pringle
SLCC Board Member (legal member)