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From: Sheila Scobie  
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Friday 20 March 2020

Dear Neil

**Competition and Market Authority's response to the Scottish Legal Complaints Commission's consultation on their draft strategy, operating plan and budget**

Thank you for the opportunity to comment on the Scottish Legal Complaints Commission's (SLCC) draft strategy, operating plan and budget. As the UK's primary competition and consumer law enforcement agent, our mission is to make markets work well in the interest of consumers, business and the economy.

The SLCC's proposed new strategy for 2020-24 was an interesting read, particularly in light of the challenges and opportunities the organisation will face in future years. We were particularly interested in the fourth strategic aim, influence. As you know the CMA is actively engaged in the debate on reform. We will shortly be publishing the findings of our research into Scottish legal services. As part of this we will be making a range of recommendations to the Scottish Government and regulators. We hope that our research helps continue the discussion on legal service reform. The SLCC and its Consumer Panel have a vital role to play in this discussion, and therefore we welcome this strategic aim.

During our research into aspects of Scottish legal services we have very much appreciated the insight SLCC and the Consumer Panel have been able to provide on the consumer landscape, such as sharing information on complaint trends and the survey work undertaken by the SLCC. We also note the active role SLCC has played in the Scottish Government's Working Group on reform discussions. This has been a

valuable contribution and we would encourage the SLCC and the Consumer Panel to continue this crucial engagement.

We note that the SLCC and Consumer Panel also have an important role in wider policy discussions, such as on the role of Consumer Scotland. We therefore support SLCC's wider engagement on consumer issues and the important insights they can bring to these discussions.

As well as looking to the future and reform, we also note SLCC's dedication to improving the current complaints system. We welcome therefore the commitment to continue to work with the Scottish Government, Law Society of Scotland, the Faculty of Advocates and the Consumer Panel to make improvements within the current legislative restraints. We look forward to hearing the outcome of this work.

As with previous years it would not be appropriate for us to comment on the SLCC's budget or the impact on levies. We have therefore not commented on these areas of the consultation, although we note that the SLCC has levies for Alternative Business Structure (ABS) approved regulators and licenced providers. We were encouraged to see this, as last summer in our response to the Robertson Review we highlighted that the regulatory scheme for ABSs should proceed without due delay.

Over the next strategy period the SLCC faces a range of opportunities and challenges. We think the organisation is in good readiness to address these. Alongside this we would encourage the organisation to continue to actively engage and share expertise with external stakeholders on consumer experiences within legal services.

Yours sincerely

A handwritten signature in blue ink that reads "Sheila Scobie". The signature is written in a cursive style.

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