

**Recruitment
Pack**

**Case Support
Officer**

scottish legal
complaints commission **slcc**

The recruitment pack at a glance

We're so pleased you are considering this job and reading this pack.

We're excited to tell you more about our organisation. We're a small team of around 67 staff, that accepts complaints about all types of lawyers in Scotland. We always try to resolve cases informally, if possible, but can take formal decisions and award up to £20,000 compensation. For serious issues around the conduct of solicitors we perform some initial functions, but then pass the case to the relevant professional body.

There are more details later in the pack, but before we get to those, we want to talk about the opportunity we can offer you, the people you'll work with, and the organisation you would join.

There are then some more specific details of the role, our rewards package, and the organisation's functions.

For a greater feel for our culture and energy you may also want to check out our socials to see if you think this is an organisation, you'd be proud to work for. From awards (like this one →), to outreach, to tips for lawyers, and our examples of our charity and inclusion work it should help you decide if we're for you:



<https://twitter.com/slcccomplaints>



<https://tinyurl.com/ycknv372>

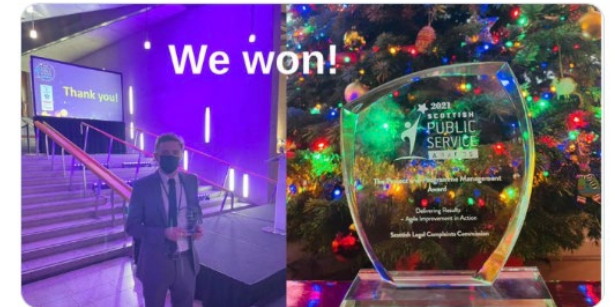
Please consider applying!

We're open on professional and work experience. Past appointments have gone both to very experienced candidates and to ones taking earlier steps in their career where we see passion, skills, and commitment. We want to build a diverse team, so we don't have preconceptions – you can tell us why you think you'll be great in this role.



Scottish Legal Complaints Commission @slcccompl... · Dec 9, 2021 · ...

We are over the moon with our Scottish Public Service Award! It's a testament to the incredible innovation, dedication and hard work of our whole team. Thanks to everyone who helped to make this happen and to @HolyroodEvents for a great evening! #SPSA21 #AwardWinningTeam



You and Holyrood Events



1



4



3



The opportunity available

- We're looking for a Case Support Officer to join our team.
- You will be the first point of contact for external service users, assisting a wide range of people with enquiries relating to new and existing complaints.
- You will ensure we are accessible and helpful, as well as deliver high quality administrative support to help facilitate early resolution of complaints, and fair outcomes for solicitors and consumers.
- You will help keep cases moving quickly through our process by maintaining and updating the information on our case management system, ensuring that all service user interactions are recorded and complaint information is accurate.

- We're driven but informal, and we deliver serious functions - but enjoy doing so with good humour and teamwork.
- We want you to be passionate about customer service, and in return we want to deliver experience which prepares you for even bigger roles in the future.
- 17 of our current staff have been promoted within the business.
- Want to find out more about what it's like to work with us? Watch this short video ([What it's like working with us?](#))



The people you'll work with

- You'll report to the Investigation Support Manager.
- You'll be supported by your line manager and Case Support Officer colleagues who will support you when you have questions.

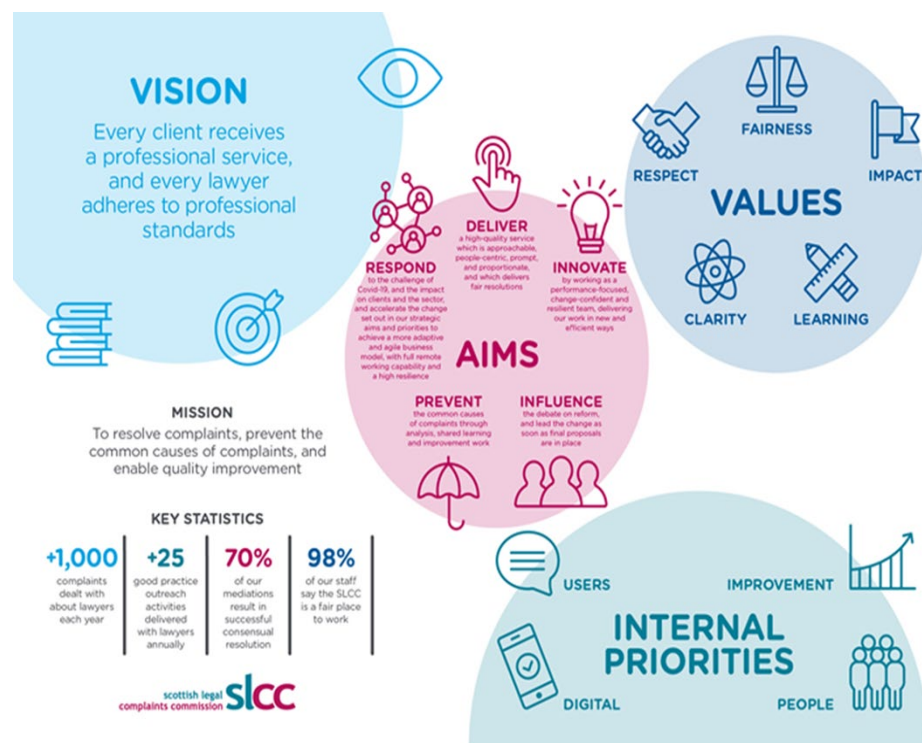


- Our senior managers are accessible to all colleagues, and they are always there to answer questions and support you in your role.
- We have an active wellbeing and inclusion policy which helps celebrate and promote diversity and health.
- In our last staff survey 97% said they have a good working relationship with their colleagues.



The organisation you'll join

- We've a clear set of statutory functions to deliver, these have been added to several times in recent years.
- We have a defined strategy and values, developed with our staff, outlining how we'll deliver our statutory role.
- We've a disciplined approach to planning and allocating resource - ensuring focus and impact.



- The recently passed Regulation of Legal Services (Scotland) Act 2025 gives us new powers and functions.
- Over the coming years, we'll be working to implement those changes.

scottish legal
complaints commission **slcc**

POLICY PAPER 1

Reimagine Regulation: Ready for Reform

Over the past ten years discussions have continued about the best way to regulate legal services, to drive choice and innovation in the market, and to promote public confidence and protect legal service users from harm. In that time, little has changed to achieve this. The reforms that have been introduced have layered further complexity over already convoluted regulatory arrangements, or have proved unworkable in practice.

It's time for fundamental reform to create a regulatory system fit for the future – one that works for legal service users and providers, and meets society's need for a well-functioning legal services market.

The role - what is important to us?

- You will have worked in a client, regulatory, or customer service environment in a front-line facing role.
- You will have experience of working as part of a team to meet overall team/operational targets.
- You will have experience of dealing with well-informed and challenging service users.
- You will have excellent organisational and time management skills and the ability to multi-task.
- You will have strong communication skills (written and verbal).
- You may have experience of using case management system for accurate recording of information.
- You may have experience of effectively managing a caseload.
- You may have experience of reviewing information to make recommendations/decisions in line with relevant policies, processes and legislation.

It's important that:

- You are willing to work as part of a team, as well as on your own.
- You will enjoy being the first point of telephone contact for external service users.
- You will also enjoy assisting a wide range of people with enquiries via email and post.
- You will be flexible, adaptable and have experience of dealing with a range of stakeholders.
- For more info on the role please read the job description [here](#).



"Most people find making a complaint stressful. Our job is to try to make the process as easy and accessible as we can, and to dismantle any barriers in the way of someone wanting to complain."

Our functions

Our complaints functions:

- Provide a gateway for all complaints about lawyers in Scotland
- Give advice on complaints
- Assess if the complaint is eligible, against a number of legal tests
- Resolve complaints that relate to the service provided by lawyers – helping to find agreed outcomes and providing redress where appropriate
- Refer complaints about the personal conduct of lawyers to the Relevant Professional Organisation
- Manage complaints about how the Relevant Professional Organisation has dealt with conduct complaints
- Manage complaints about Approved Regulators.

Our oversight functions:

- Make recommendations to Relevant Professional Organisations about dealing with conduct complaints
- Make recommendations to Relevant Professional Organisations about the arrangements in place for consumer redress
- Monitor and report on trends in the way the legal profession deals with complaints to help ensure the sector learns from complaints made
- Issue guidance to the legal profession on dealing with complaints and promoting best practice.

Our statutory Consumer Panel's functions:

- Make recommendations on how we can improve our policies and processes
- Suggest topics for research about legal consumers
- Express a view on our functions.

Recently passed legislation – the Regulation of Legal Services (Scotland) Act 2025 – will make some changes to our powers and functions.

Terms and Conditions

Salary

- The starting salary for this role is £31,000.32.
- Annual increments are awarded each year, based on your performance
- This role has 3 scale points and the top scale point is £32,555.77.
- Cost of living increases are based on the Scottish Government Pay Policy

Working Hours and Location

- This role is full time, 35 hours per week, Monday to Friday
- This is a hybrid role, all we require is that you attend the office, which is based in Edinburgh, a minimum of one third of your working time a quarter (we estimate around 2 days per week for a full-time colleague)
- Induction will include more office days in the beginning to help you settle into SLCC, learn about the role and to provide the most support

Rewards

Leave & time off

- 42 days holiday (including 9 statutory days)
- Company Maternity Pay 27 weeks full pay
- Company Paternity Pay 5 weeks full pay
- Bereavement leave
- Emergency Leave/Time-off for Dependents
- Volunteer time off (up to 2 days paid)
- Reservists time off (up to 10 days paid)



Insurance, health & wellness

- Life Assurance (cover at 4 x your basic salary)
- Employee Assistance Programme (incl. up to 8 x counselling sessions per issue per annum, telephone support for family members)
- Company Sick Pay Scheme – 26 weeks full pay then 26 weeks half pay in 12 month rolling period
- Eye Care Policy (up to £50 paid by SLCC for eyewear required for screen/workplace)
- OH Services, professional advice for a supportive workplace
- Cycle to Work Scheme

Family & caring

- Flexible Working, incl. flexi-time scheme with up to 2 flexi days off per 4 week period pro-rata
- Work up to two thirds of each quarter remotely / at home (with one third per quarter presences in the office)
- Unpaid extended leave

Financial & retirement

- Group Pension Scheme (money purchase)
- Travel Loan Scheme
- Benefits portal with discounts for thousands of shops and attractions
- Salary Sacrifice schemes for technology, health and transport
- Financial Wellbeing information and support

Professional support

- Job/skills Training
- Professional Development

Culture

- Living Wage Employer
- Committed to the Fair Work First agenda
- Open feedback
- Regular staff charity events
- Part-funded Christmas lunch

How to apply?

- Submit your CV and a cover letter of no more than 300 words of why you are interested in the role [through our website](#).
- The closing date for this role is **Wednesday 7 October 2026 at midnight**.
- Interviews for this role will take place on **11 and 12 November 2026**.
- The Scottish Legal Complaints Commission is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion, pregnancy or maternity.
- Please read our employment relationship privacy notice [here](#) to find out what we will do with your personal information and how we will keep it safe.