

## **THE COMMISSIONER'S TARGETS FOR COMPLAINTS HANDLING BY THE LAW SOCIETY FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008**

As Legal Services Complaints Commissioner and under section 52(2)(d) and 52(2)(c) of the Access to Justice Act 1999, I am setting formally the targets and making recommendations for the Law Society's handling of complaints for the period 1 April 2007 to 31 March 2008. I require the Law Society to include these targets, and address the recommendations where appropriate, in its plan for the handling of complaints about its members in England and Wales. This plan is due to be submitted to me by 26 January 2007 and should be directed to achieving performance levels in line with the targets and timeframes set.

I thank the Law Society for its ongoing dialogue with my Office, its input during the development of the targets work and its comments received 13 December on my proposals for the targets. I am pleased that the extension to the timetable enabled the Law Society to respond fully to my proposals and provide any related supporting evidence. I have taken into consideration all the information provided to me by the Law Society and where sufficient evidence has been provided and is relevant to the targets, the changes I considered necessary to reflect this evidence are included. I have included the detail behind my considerations at Appendix 1. Also enclosed is the final targets document, a technical paper to support the timeliness model (Appendix 2) and a summary of the targets (Appendix 3).

My key priorities for improving complaints handling for the consumer and profession continue to be about improving the efficiency and quality of complaints handling and the successful implementation of the Law Society's plan to achieve this. Despite the statement from the Law Society in its letter of 13 December, that its intention this year has been to "challenge" itself to meet the proposed targets, it is disappointing to see that for every target I have proposed it has proposed something lower. I have taken into consideration the Law Society's views in setting the targets, which I believe are reasonable and realistic, and will support the achievement of the priorities we are all keen to see delivered.

I look forward to receiving the Law Society's Plan. In the meantime if there are any points you wish to discuss please do not hesitate to contact me.

### **Useful links**

[Legal Services Complaints Commissioner's 2007/08 targets for complaints handling by the Law Society](#)

[Commissioner's consideration of the Law Society's comments on the proposed complaints handling targets for 2007/08](#)

[Technical Paper on the Timeliness Model 2007-2008](#)

Legal Services Complaints Commissioner: 2007/08 targets for complaints handling by the Law Society