

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

Strategic Priority	Targets for 2007/08
SP1 Improving the speed with which complaints are handled by the Law Society	<p>T1 By the end of March 2008, to have no open cases that have been open for 12 months or more. For Redress and Conduct (RDC) matters only, to have no more than 65 that have been open for 12 months or more.</p> <p>T2 67% of cases received are closed within 3 months.</p>
SP2 Improving the quality of complaints handling by the Law Society	<p>Q1 93% of complaints are acknowledged within 5 working days of receipt (as identified from date of receipt of complaint letter by the Law Society and date of its acknowledgement letter).</p> <p>Q2a 88% of complaints receive a substantive response from the Law Society within 45 days of receipt of the complaint (Substantive is defined as: accurately identifies all consumer issues, specific to the consumer's circumstances and serves to progress the matter).</p> <p>Q2b 93% of cases to confirm the following standard information to consumers in either the acknowledgement letter or the substantive response</p>

	<p>(or a combination of the two): Law Society powers and processes, internal complaints procedure and confirm to the consumer that their complaint may be copied to the solicitor about whom the complaint has been made.</p> <p>Q3 85% of complaints have, at an appropriate stage, the Law Society's indicative awards guidance (IAG) and Reasonable Offer Made (ROM) guidance (where the ROM process is being followed) shared with the consumer and solicitor (this must be sufficiently evidenced on the case).</p> <p>Q4 88% of cases to meet the specified contact requirements. For redress matters (including where the informant has taken up the offer of 30 day contact), consumers are contacted at least every 30 days during the life span of the case. For the full life span of Redress and Conduct (RDC) matters, and for conduct matters where informants have an interest, they will be offered contact every 30 days. Those informants not requesting 30 day contact will be kept informed at four key stages. Informants without an</p>
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	<p>interest will be kept informed at two key stages.</p> <p>Q5 In 85% or more of cases closed on or after 1 April 2007, and six months and over:</p> <ul style="list-style-type: none"> • consideration and/or award of special payment(s) must be in line with the relevant Law Society special payment policy guidance and evidenced on the case; and • there must be evidence on the case of a special payment consideration on closure that is in line with policy guidance. <p>Q6 73% or more of referrals to the Legal Services Ombudsman in which the LSO upholds the handling of the case by the Law Society.</p>
<p>SP3 Implementing the Law Society's agreed Plan</p>	<p>All targets to be delivered unless varied by agreement with the LSCC:</p> <p>P1 The total budget to support the delivery of the Law Society's 2007/08 complaints handling Plan to be at least 95% utilised in accordance with the Plan.</p> <p>P2 All resources (including: staff, outsourcing, Local Conciliation Officers) to support delivery of the Law Society's 2007/08 complaints handling Plan to be at least 95% utilised in accordance with the Plan.</p> <p>P3 Priority initiatives to support the delivery of the Law</p>

	<p>Society's 2007/08 complaints handling Plan are delivered to time and cost in accordance with the Plan, and meet all related milestones and benefits to be realised.</p> <p>P4 Progress against the Law Society's 2007/08 complaints handling Plan, targets and supporting KPIs is reported to the Commissioner each month showing monthly and year-to-date information (dates have been agreed for the Commissioner's monthly performance report during 2007/08). This report should also show, at least on a quarterly basis, the findings of the Law Society's own internal quality audit reports.</p>
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