



Zahida Manzoor CBE
Commissioner

PRESS NOTICE

6 February 2006

CONSUMER MATTERS: LSCC LEGAL SERVICES CONSUMER BOARD ANNOUNCED

The Legal Services Complaints Commissioner, Zahida Manzoor CBE, today announced the establishment of a Legal Services Consumer Board. The Consumer Board will be key to ensuring that consumers' views on complaints handling by the Law Society are at the heart of the Government's legal reforms. In announcing the members, the Commissioner paid tribute to their "impressive understanding and experience of consumer issues". The Board Members are:

Colin Brown – Director of Market Transformation, Office of Fair Trading

Rob Chester - Head of Risk and Deputy Company Secretary, Asda Stores Limited

Countess Eglinton of Winton

Professor Hazel Genn CBE – University College London

Louise Hanson – Head of Campaigns, Which?

David Harker OBE – Chief Executive, Citizens Advice

Professor Avrom Sherr – Director of the Institute of Advanced Legal Studies

Steven Silver – Head of Legal Services and Deputy Secretary, United Co-operatives Limited

In welcoming the Board, the Commissioner said:

"It is imperative that access to justice is available for everyone. When using a lawyer, consumers need to understand their rights, the level of service they can expect as well as their own responsibilities. But unfortunately, on occasions, things go wrong; and when they do there has to be an effective process in place that helps ensure the right remedies and redress are available.

"I am, therefore, delighted to announce the establishment of a Legal Services Consumer Board, that will help support me in this important work. This Board will

bring together people who have an invaluable wealth of consumer experience and knowledge with the aim of ensuring that the consumers' voice on complaints handling is not lost during the current reform of legal services. I very much look forward to working with them and to the perspective they will add to this area and to my work.”

NOTES TO EDITORS:

1. Ms Manzoor was appointed Legal Services Complaints Commissioner (LSCC) in February 2004 in addition to her role as Legal Services Ombudsman (LSO). The LSCC only has powers in relation to the Law Society of England and Wales.
2. The roles of the LSO and the LSCC are distinct. The LSO examines the handling of individual complaints by the professional bodies on behalf of members of the public. The LSCC examines the Law Society's capability to handle complaints made about its members efficiently and effectively.
3. The LSCC has the power to require the Law Society to provide information on how it deals with complaints, to make recommendations about the complaints system, to set targets for complaints handling, and require the Law Society to submit a plan for improved complaints handling. In addition, the LSCC has the power to levy a penalty on the Law Society if it fails to deliver an adequate plan or fails in the delivery of that plan.
4. The Legal Services Consumer Board of the LSCC has been established to assist the LSCC in identifying what consumers want from their legal services. Members of the Consumer Board are:

Colin Brown - Director of Market Transformation, Office of Fair Trading

Colin is Director of Market Transformation, in the Consumer Regulation Enforcement Division of the Office of Fair Trading. He joined the OFT in 2003 after three years as Chairman of the Financial Services Consumer Panel, the statutory body which provides consumer input to the Financial Services Authority.

Between 1997 and 2003 he also worked as an independent consultant specialising in consumer policy and research, both in the UK and internationally. Before that he was Deputy Research Director at the Consumers' Association and Senior Fellow at the Policy Studies Institute.

Rob Chester – Head of Risk and Deputy Company Secretary, Asda

Rob is currently Head of Risk and Deputy Company Secretary for Asda Stores Limited. He has an extremely broad role to assess and adequately control the risks that exist in a twenty first century retailer.

Prior to joining Asda, Rob spent ten years at Tesco. For the early part of his Tesco career Rob worked in retail. He started out at the bottom of the ladder and worked his way up over three years to become a store manager. Whilst progressing his retail career Rob was also studying for a Law Degree and latterly the Legal Practice Course.

On successful completion of both Rob succeeded in gaining a legal role in the Trading Law & Technical team at Tesco's Head Office. Over the next four years, as well as defending the company, he developed policy and strategy for the business in a number of areas including environment and corporate responsibility. For Rob's final year at Tesco he worked with their international operations to ensure safety and legality across the Tesco group around the world. He also worked on Tesco's international acquisition strategy primarily in Japan.

Countess of Eglinton and Winton

Marion Eglinton was brought up in Switzerland but was educated in England. She is married with four sons and lives in Scotland. She has been involved as a fund raiser for the NSPCC since 1960, becoming a Trustee 1993-2003, serving also as a Trustee of the NSPCC Pension Scheme. Marion was a Governor of the Royal Masonic School for Girls 1992-1998. She is currently fund raising and organising events for Leonard Cheshire Scotland

Professor Hazel Genn CBE – University College London

Hazel Genn BA, LLB, LLD is Professor of Socio-Legal Studies in the Faculty of Laws at University College London, where she is also an Honorary Fellow. She is a lay member of the newly established Judicial Appointments Commission, a member of the Committee on Standards in Public Life and is currently leading a Public Legal Education Strategy Task Force established by the Department for Constitutional Affairs. She served on the Judicial Studies Board for nine years as a member of the Main Board and the Tribunals Committee, and remains involved in the design and delivery of training for the judiciary.

She has a long-standing research interest in access to civil and administrative justice and has published widely in the field. She is author of companion volumes *Paths to Justice: What People Do and Think About Going to Law* (1999), and *Paths to Justice Scotland: What Scottish People Do and Think About going to Law* (2001), which report the findings of two major national surveys into public use of and attitudes to the legal system. She has completed several evaluations of court-based mediation schemes and her most recent publication is a comprehensive study of tribunal processes from the perspective of white and minority ethnic tribunal users entitled *Tribunals for Diverse Users* (2006). Professor Genn was awarded a CBE in the Queen's Birthday Honours List in 2000 for research into civil justice

Louise Hanson – Head of Campaigns, Which?

Louise has worked at Which?, the largest consumer organisation in Europe, since February 2000. She joined as a Senior Public Affairs Officer and became Head of Campaigns in July 2003. Previously Louise worked in campaigns and public affairs at Oxfam and Townswomen's Guilds.

Louise has been a Trustee of the Personal Finance Education Group (Pfeg) for five years working with industry and the regulator to support Pfeg's goal to promote and facilitate the education of all UK school pupils about financial matters.

At Which?, Louise has worked across a range of consumer issues including financial services, estate agency and rogue traders and led the award-winning 'endowmentaction' campaign which has helped hundreds of thousands of people claim compensation for mis-sold endowments.

David Harker OBE – Chief Executive, Citizens Advice

David has been chief executive of Citizens Advice since 1997.

He joined Citizens Advice from Sense, the national disability charity, where he was managing director.

His earlier career included management consultancy, running an inner city charity, working for a council of voluntary service, as a policy analyst for a local authority and a

research and press officer for a trade union. David has an MBA from London Business School and an MA in social policy.

David is a member of the NHS National Leadership Network and the Chancellor's Standing Committee on the Euro Preparation. He received an OBE for services to the voluntary sector in the New Year Honours 2003.

Professor Avrom Sherr – Director of the Institution of Advanced Legal Studies

Professor Sherr graduated in Law from the London School of Economics in 1971 and qualified as a solicitor in commercial litigation with the then firm of Coward (now Clifford) Chance. From 1974 to 1990 he taught at Warwick University where he was a pioneer of clinical legal education. His PhD from Warwick University was on "The Value of Experience in Legal Competence".

In 1990 he became the first Alsop Wilkinson Professor of Law at the University of Liverpool and subsequently Director of the Centre for Business and Professional Law. In 1995 he moved to the Institute of Advanced Legal Studies ("IALS") to become the founding Woolf Professor of Legal Education, a research chair at the Institute.

Professor Sherr's main areas of interest have been the development of legal education, the sociology of the legal profession, ethics in professional work and the provision of legal services. He was a member of the Lord Chancellor's Advisory Committee on Legal Education and Conduct; and of the Race Relations and Equal Opportunities Committees of the Law Society of England and Wales. He also acts as a consultant to government and professional bodies in relation to access to justice and professional training and discipline.

Avrom Sherr was appointed Director of the Institute of Advanced Legal Studies in October 2004. He also continues as the Woolf Professor of Legal Education at the Institute.

Steven Silver - Head of Legal Services and Deputy Secretary, United Cooperative

Steven was educated at Esher County Grammar School and the University of Durham where he obtained a Joint Honours degree in Law and Politics. Following his successful completion of the Law Society Finals Examination in 1983, Steven went on to work for a number of law firms including Sugden & Spencer Solicitors (1987 – 1993) and Radcliffes LeBrasseurs Solicitors (1993 – 1996) where he was a partner.

In 1996 Steven was appointed Head Of Legal Services and Deputy Secretary of Yorkshire Co-operatives Limited retaining that role following the merger of Yorkshire Co-operatives and United Norwest Co-operatives in 2002 to create United Co-operatives Limited, the largest independent Co-operative Society in the UK.

5. More information is available on the LSCC's website, www.olsc.gov.uk.
6. For enquiries please contact Janice Revill, tel: 0113 2615449.

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