



**Legal Services Complaints Commissioner's  
Advisory Board and Legal Services Consumer Board**

**Minutes**

**13 September 2007**

Attendees

Zahida Manzoor CBE (The Commissioner – Chair)

Stephen Boys Smith (Member)  
Colin Brown (Member)  
Rob Chester (Member)  
David Harker OBE (Member)  
Malcolm Hurlston (Member)  
George Seligman (Member)  
Michael G Wilson (Member)

Les Courtneil (OLSCC)  
Bronwyn Baker (OLSCC)  
Anita Holmes (OLSCC)  
Lorraine Jackson (OLSCC)  
Janice Revill (OLSCC – Secretariat)

Apologies

Countess Eglinton of Winton (Member)  
Louise Hanson (Member)  
Professor Avrom Sherr (Member)  
Steven Silver (Member)

**1. Welcome and Introductions**

1.1 The Commissioner welcomed members to the joint meeting of the Advisory Board and Legal Services Consumer Board.

**2. OLSCC Achievements**

2.1 OLSCC gave a presentation to the Board, which highlighted the achievements of the Commissioner's Office since its establishment in October 2004.

**3. Update on the work of the OLSCC**

3.1 The Board discussed the performance of the Law Society against its Complaints Handling Improvement Plan for 2006/07. The Commissioner is due to communicate her final decision on the handling of complaints by TLS in accordance with its Plan on 21 September 2007.

3.2 OLSCC updated the Board on the year to date performance of the Law Society against its Complaint Handling Improvement Plan for 2007/08.

3.3 OLSCC provided the Board with an update on the approach to setting the Law Society's targets for 2008/09. The Commissioner sought views from the Board. The proposed targets are due to be shared with Board members in October.

#### **4. Legal Services Reforms**

4.1 OLSCC updated Board members on the progress of the Legal Services Bill. Report Stage and Third Reading in the House of Commons is due to take place on 15 October 2007. The Bill will then be passed to the House of Lords for consideration. Royal Assent is expected to take place in November 2007.

4.2 The Board discussed the potential impact of the latest amendments, which had been tabled by Government.

#### **5. Update on Research and Investigations**

5.1 OLSCC provided Board members with an update on the recent audit work. An audit of coal health compensation cases is currently being undertaken by OLSCC and is due to conclude mid October 2007.

#### **6. Closure**

6.1 The next meeting is due to be held on **31 January 2008, in Leeds**. This will be a joint meeting of the Advisory and Consumer Board.

6.2 The Commissioner asked Board members to note the proposed dates for future Board meetings. Board members were asked to contact OLSCC if the proposed dates were unsuitable.

6.3 The Commissioner thanked Board members for their attendance and valuable contribution to the meeting. The Commissioner also thanked George Seligman for hosting the meeting.