

## Law Society 2005/06 – Performance Summary April to December 2005<sup>1</sup>

The tables and diagrams below show the Law Society complaints handling performance in Timeliness, Customer Satisfaction and Quality of Decisions against the Legal Services Complaints Commissioner's targets. These are shown for each month of the third quarter of 2005-2006 (Oct to Dec 2005). Also shown is a comparison against performance in 2002-03, 2003-04 and 2004-05.

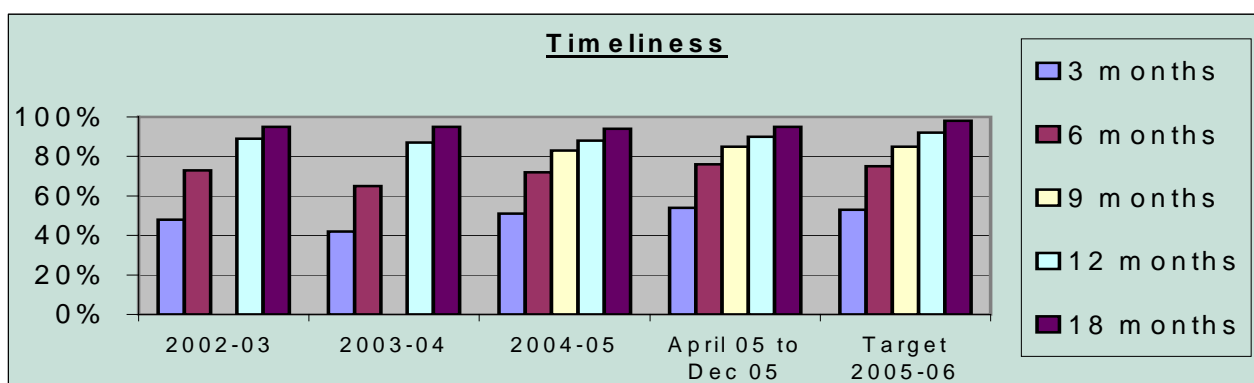
### **Timeliness – % of cases closed during 3rd quarter of 2005-06.**

Within	Oct 05	Nov 05	Dec 05	Year to date average 2005-06 (Apr-Dec 05)	LSCC's 2005-06 target
3 months	56%	55%	56%	54%	53%
6 months	78%	78%	79%	76%	75%
9 months	87%	87%	87%	85%	85%
12 months	92%	90%	92%	90%	92%
18 months	96%	95%	96%	95%	98%

### **Timeliness – % of cases closed during the period April to December 2005, compared with performance in 2002-03, 2003-04 and 2004-05<sup>2</sup>**

Within	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05	Year to date average 2005-06 (Apr-Dec 05)	LSCC's 2005-06 target
3 months	48%	42%	51%	54%	53%
6 months	73%	65%	72%	76%	75%
9 months	N/A	N/A	83%	85%	85%
12 months	89%	87%	88%	90%	92%
18 months	95%	95%	94%	95%	98%

*Note: no 9 months data until Jan 2005<sup>3</sup>*



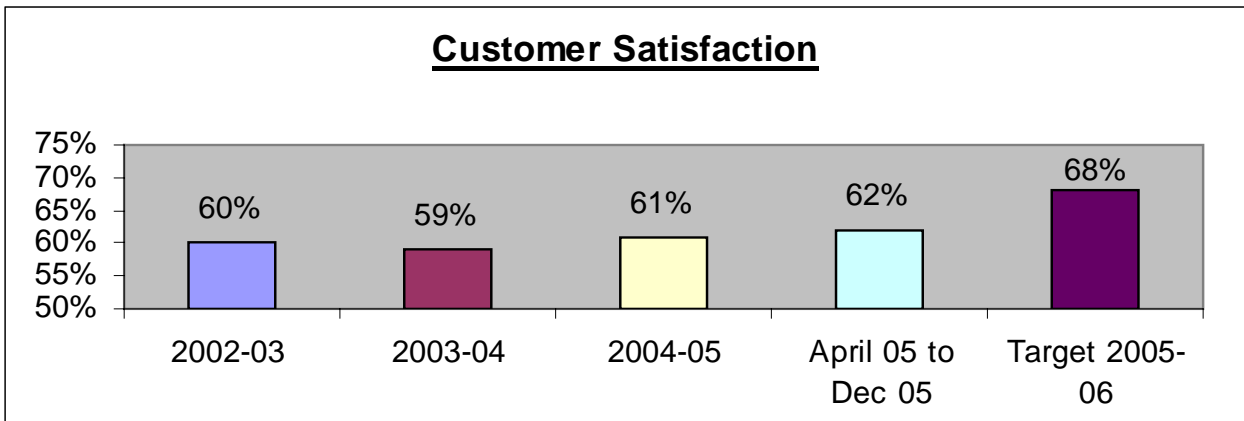
<sup>1</sup> Source – Law Society performance statistics

<sup>2</sup> The data shown for timeliness in 2002-03, 2003-04 and 2004-05 has had a rounding element removed that would impact on the overstating of performance as follows: within 3 months by 5% points; within 6 months by 2% points and the remaining targets by 1% point.

<sup>3</sup> A 9 month target did not exist until following the Commissioner's appointment in February 2004.

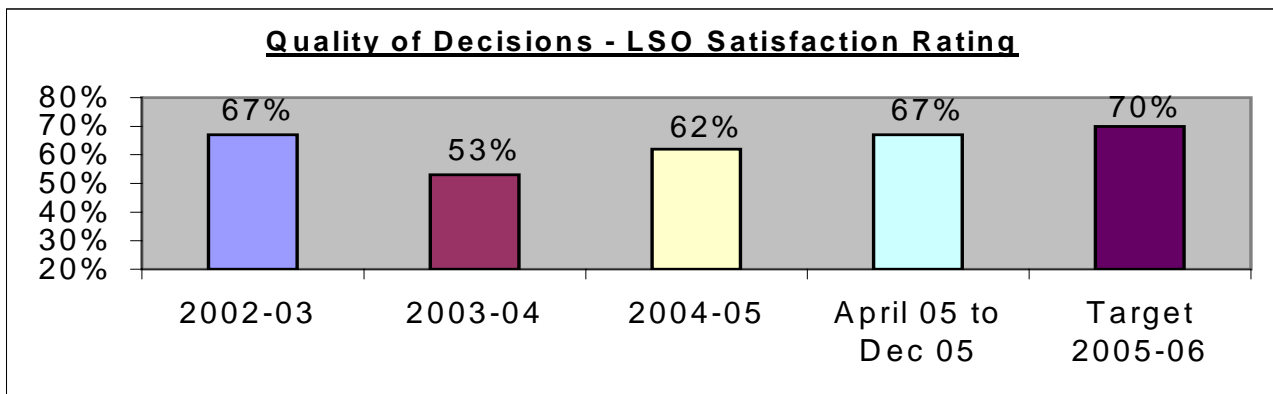
**Customer satisfaction (rated on satisfaction with service) performance during 2005-06, including comparison with performance during 2002-03, 2003-04 and 2004-05**

Year to date average 2005-06 (Apr-Dec 05)	LSCC's 2005-06 target	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
62%	68%	60%	59%	61%



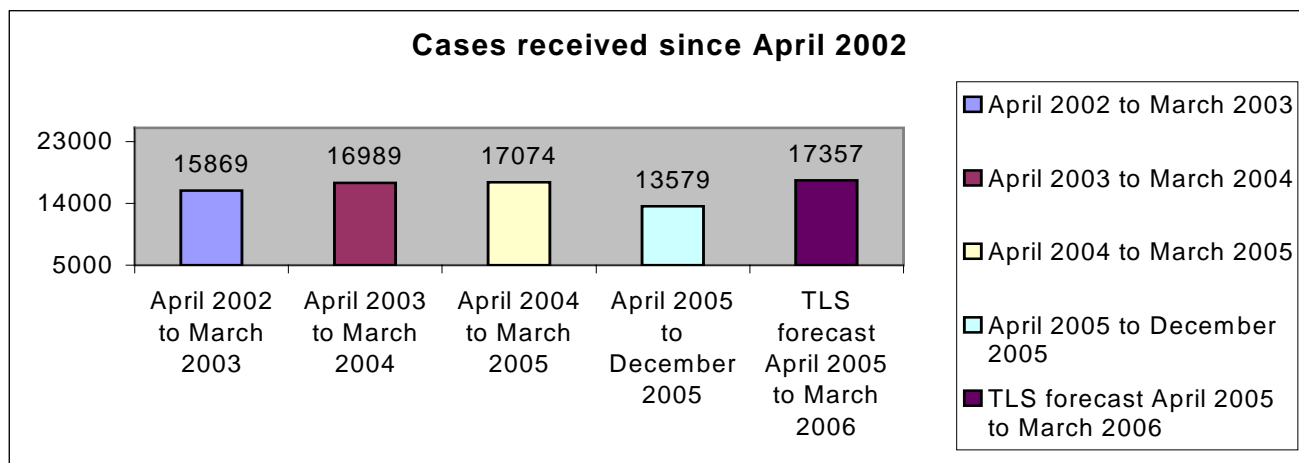
**Quality of decisions (LSO satisfaction rating) performance during 3rd quarter of 2005-06, including comparison with performance in 2002-03, 2003-04 and 2004-05**

Oct 05	Nov 05	Dec 05	Year to date average 2005-06 (Apr-Dec 05)	LSCC's 2005-06 target	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
60%	61%	73%	67%	70%	67%	53%	62%



**Cases received and closed during period April to December 2005.**

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
<b>Received</b>	1424	1390	1486	1449	1741	1553	1583	1726	1227	13,579
<b>Closed</b>	1509	1486	1629	1554	1521	1598	1539	1740	1472	14,048



**Cases received, closed and outstanding during period April to December 2005.**

<b>Cases carried forward at 31 March 05</b>	<b>Cases received since April 05</b>	<b>Cases closed Since April 05</b>	<b>Number of cases Outstanding as at 31 Dec 05</b>
6,492	13,579	14,048	6,057*

\* the number of cases outstanding has been amended to take into account the additional 34 Redress Conduct cases carried forward at the beginning of October 2005.