

Law Society 2005-06 – Performance summary April to June 2005¹

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 first quarter of 2005-2006 (April to June 2005). Also shown is a comparison against performance in 2002-03, 2003-04 and 2004-05.

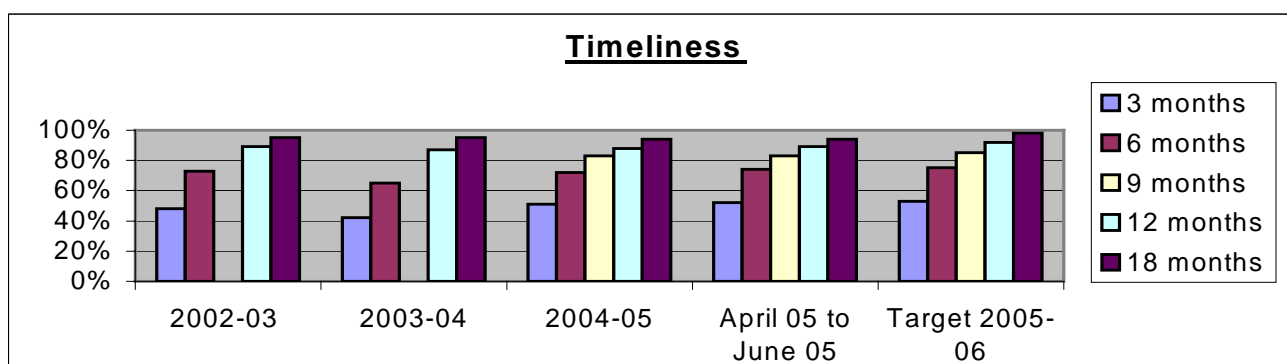
Timeliness – % of cases closed during 1st quarter of 2005-06 only.

Within	April 05	May 05	June 05	Year to date average April 2005 - June 2005	LSCC's 2005-06 target
3 months	52%	53%	53%	52%	53%
6 months	73%	73%	75%	74%	75%
9 months	82%	82%	85%	83%	85%
12 months	89%	88%	89%	89%	92%
18 months	94%	94%	95%	94%	98%

Timeliness – % of cases closed during the period April to June 2005, compared with performance in 2002-03, 2003-04 and 2004-05²

Within	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05	Year to date average 2005-06 (Apr-June 05)	LSCC's 2005-06 target
3 months	48%	42%	51%	52%	53%
6 months	73%	65%	72%	74%	75%
9 months	N/A	N/A	83%	83%	85%
12 months	89%	87%	88%	89%	92%
18 months	95%	95%	94%	94%	98%

Note: no 9 months data until Jan 2005³



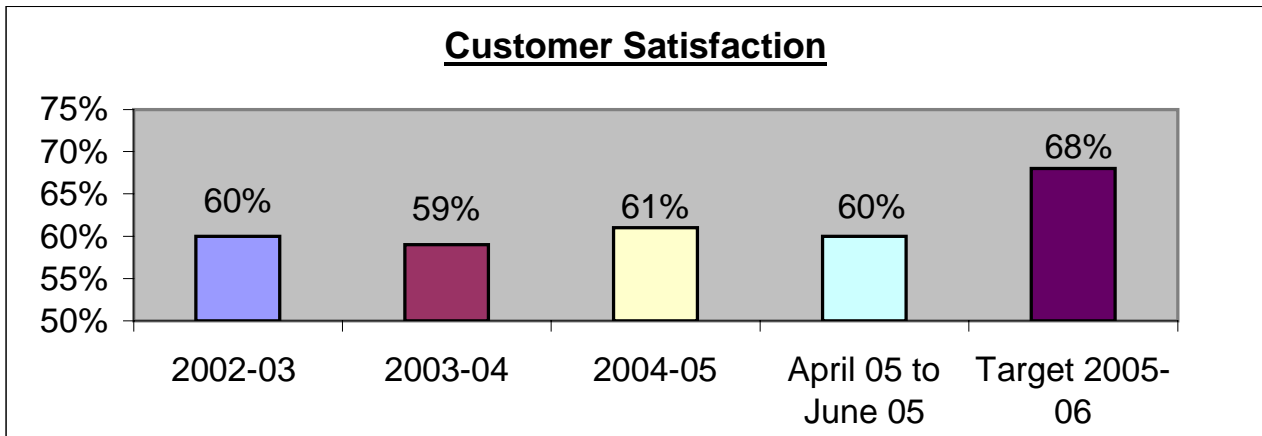
¹ Source – Law Society performance statistics

² 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.

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

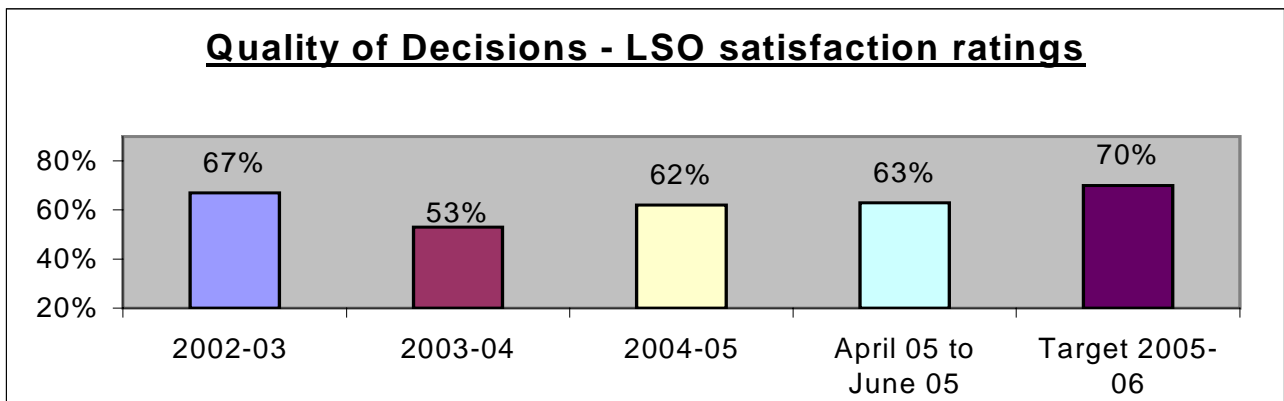
Customer satisfaction (rated on satisfaction with service) performance during 1st quarter of 2005-06, including comparison with performance during 2002-03, 2003-04 and 2004-05

April 05	May 05	June 05	Year to date average 2005-06 (Apr-June 05)	LSCC's Target 2005-06	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
57%	61%	62%	60%	68%	60%	59%	61%



Quality of decisions (LSO satisfaction rating) performance during 1st quarter of 2005-06, including comparison with performance in 2002-03, 2003-04 and 2004-05

April 05	May 05	June 05	Year to date average 2005-06 (Apr-June 05)	LSCC's Target 2005-06	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
56%	65%	65%	63%	70%	67%	53%	62%



Cases received and closed during period April to June 2005.

	Cases received	Cases closed
April	1424	1509
May	1390	1486
June	1486	1629
TOTAL	4300	4624

Total number of cases received, closed and outstanding during period April to June 2005.

Cases carried forward at 31 March 05	Cases received since April 05	Cases closed Since April 05	Number of cases outstanding as at 30 June 05
6492	4300	4624	6168