

Law Society 2005/06 – Performance Summary April 2005 to March 2006¹

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

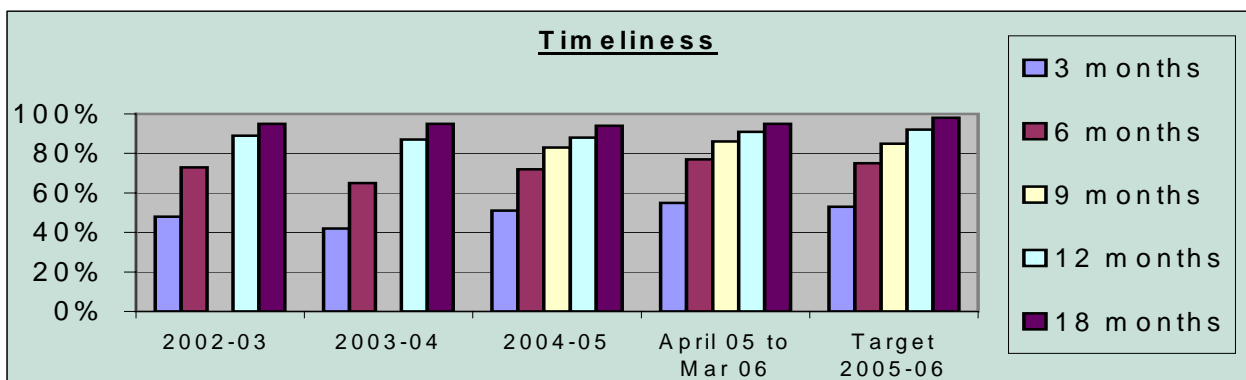
Timeliness – % of cases closed during 4th quarter of 2005-06.

Within	Jan 06	Feb 06	Mar 06	Year to date average 2005-06 (Apr 05 - Mar 06)	LSCC's 2005-06 target
3 months	57%	53%	57%	55%	53%
6 months	81%	79%	80%	77%	75%
9 months	89%	89%	89%	86%	85%
12 months	94%	92%	94%	91%	92%
18 months	97%	97%	97%	95%	98%

Timeliness – % of cases closed during the period April 2005 to March 2006, 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 – Mar 06)	LSCC's 2005-06 target
3 months	48%	42%	51%	55%	53%
6 months	73%	65%	72%	77%	75%
9 months	N/A	N/A	83%	86%	85%
12 months	89%	87%	88%	91%	92%
18 months	95%	95%	94%	95%	98%

Note: no 9 months data until Jan 2005³



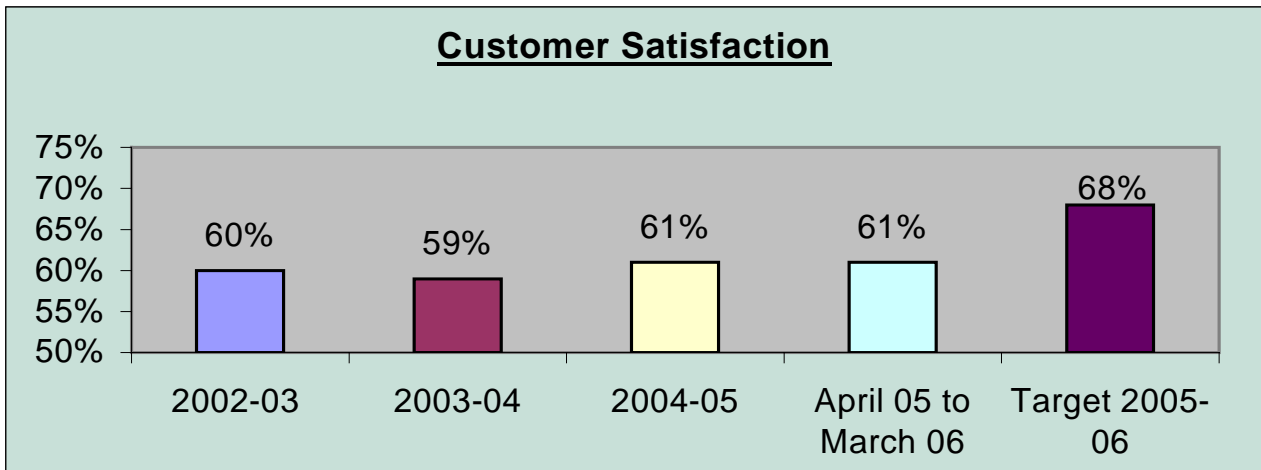
¹ Source – Law Society performance statistics

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.

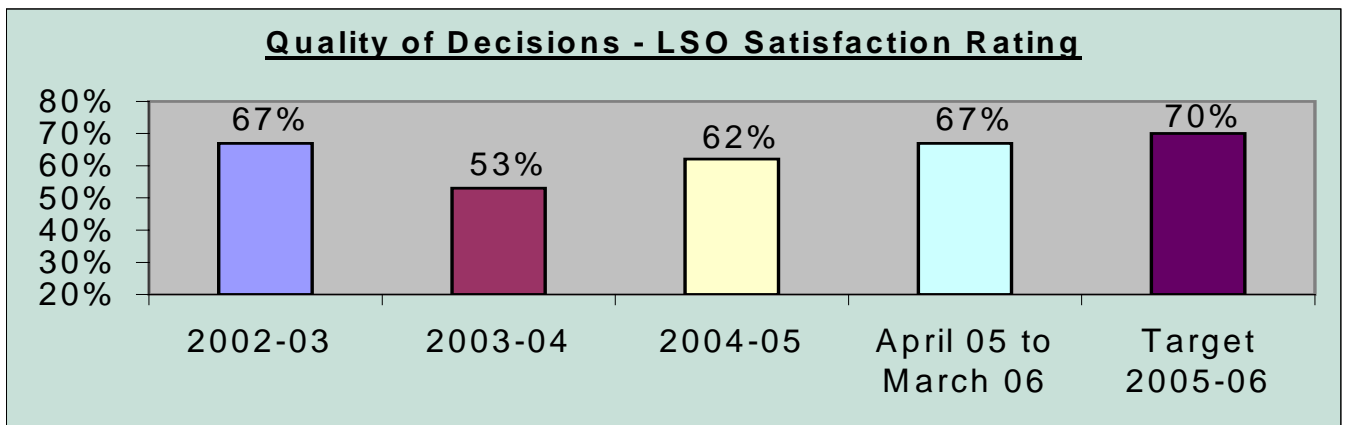
Customer satisfaction (rated on satisfaction with service) performance during 2005-06, including comparison with performance during 2002-03, 2003-04 and 2004-05

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



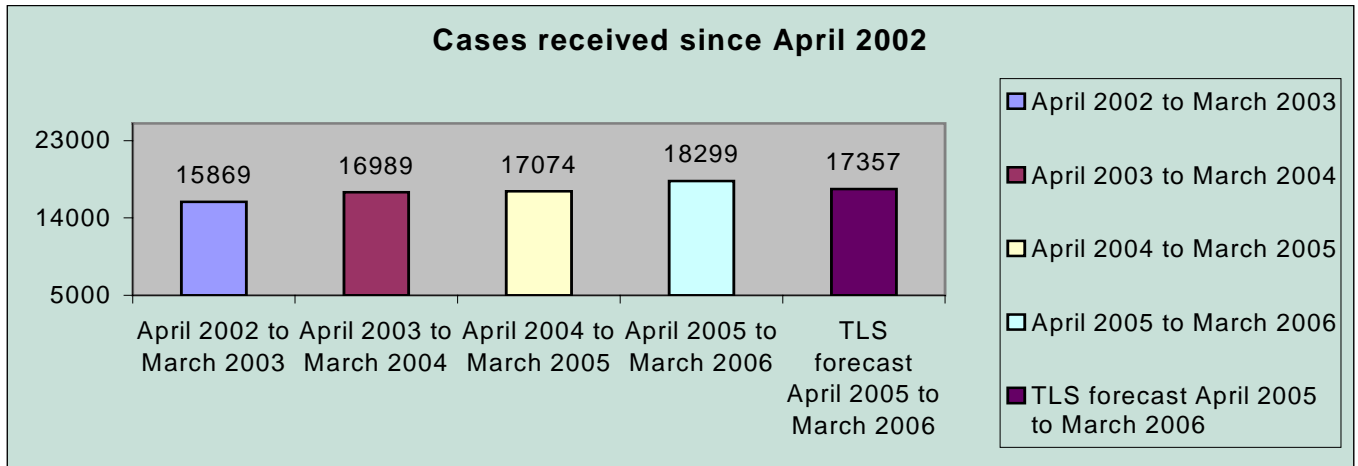
Quality of decisions (LSO satisfaction rating) performance during 4th quarter of 2005-06, including comparison with performance in 2002-03, 2003-04 and 2004-05

Jan 06	Feb 06	Mar 06	Year to date average 2005-06 (Apr-Mar 06)	LSCC's 2005-06 target	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
68%	68%	66%	67%	70%	67%	53%	62%



Cases received and closed during period April 2005 to March 2006.

	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Received	1424	1390	1486	1449	1741	1553	1583	1726	1227	1620	1425	1675	18299
Closed	1509	1486	1629	1554	1521	1598	1539	1740	1472	1614	1549	1629	18840



Cases received, closed and outstanding during period April 2005 to March 2006.

Cases carried forward at 31 March 05	Cases received since April 05	Cases closed Since April 05	Number of cases Outstanding as at 31 March 06
6,492	18,299	18,840	5,985*

* 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.