

Law Society 2005/06 – Performance summary April to Sept 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 second quarter of 2005-2006 (July to Sept 2005). Also shown is a comparison against performance in 2002-03, 2003-04 and 2004-05.

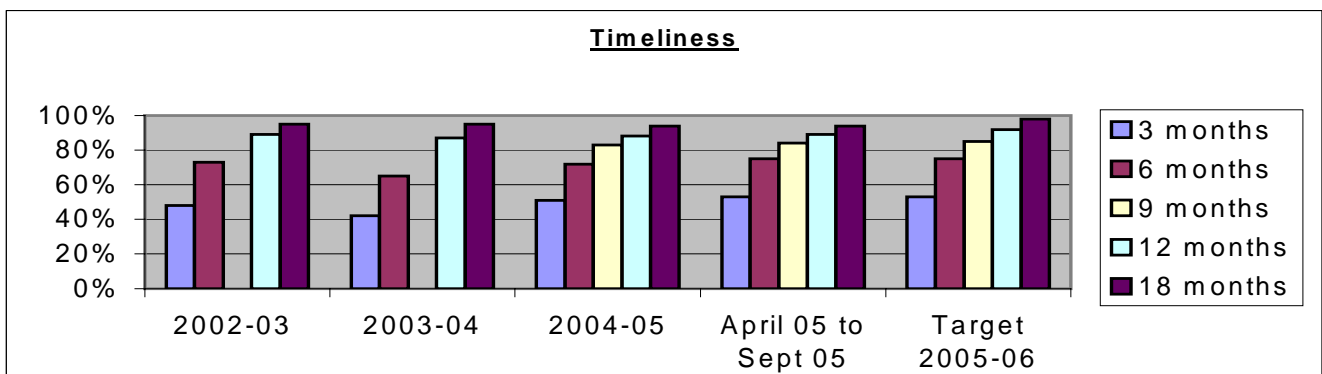
Timeliness – % of cases closed during 2nd quarter of 2005-06.

Within	July 05	Aug 05	Sept 05	Year to date average April 2005 - Sept 2005	LSCC's 2005-06 target
3 months	53%	56%	55%	53%	53%
6 months	77%	75%	77%	75%	75%
9 months	84%	84%	86%	84%	85%
12 months	90%	89%	90%	89%	92%
18 months	95%	94%	94%	94%	98%

Timeliness – % of cases closed during the period April to Sept 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-Sept 05)	LSCC's 2005-06 target
3 months	48%	42%	51%	53%	53%
6 months	73%	65%	72%	75%	75%
9 months	N/A	N/A	83%	84%	85%
12 months	89%	87%	88%	89%	92%
18 months	95%	95%	94%	94%	98%

Note: no 9 months data until Jan 2005³



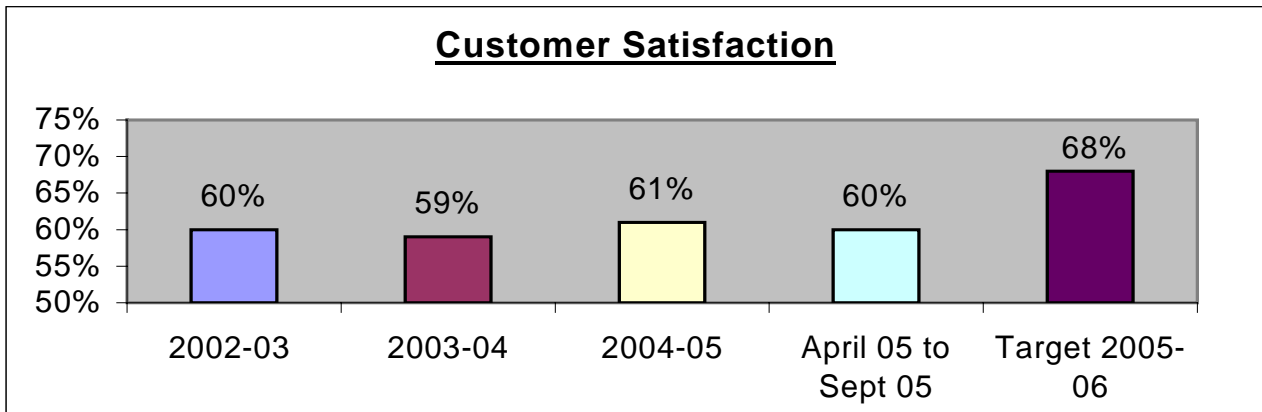
¹ Source – Law Society performance statistics

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.

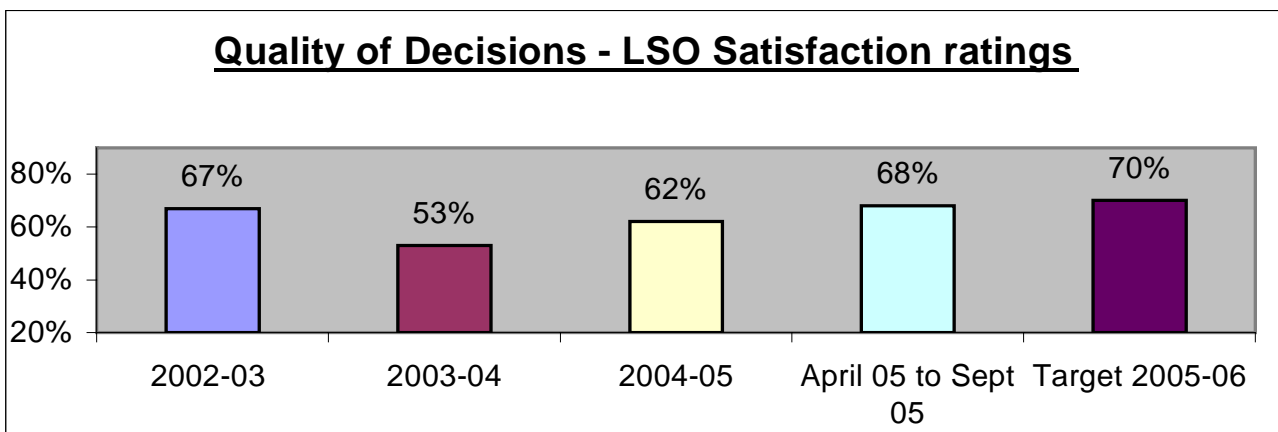
Customer satisfaction (rated on satisfaction with service) performance during 2nd quarter of 2005-06, including comparison with performance during 2002-03, 2003-04 and 2004-05.

July 05	Aug 05	Sept 05	Year to date average 2005-06 (Apr-Sept 05)	LSCC's Target 2005-06	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
55%	60%	63%	60%	68%	60%	59%	61%



Quality of decisions (LSO satisfaction rating) performance during 2nd quarter of 2005-06, including comparison with performance in 2002-03, 2003-04 and 2004-05

July 05	Aug 05	Sept 05	YTD average 2005-06 (Apr-Sept 05)	LSCC's Target 2005-06	Full Year 2002-03	Full Year 2003-04	Full Year 2004-05
66%	72%	79%	68%	70%	67%	53%	62%



Cases received and closed during period April to September 2005.

	April	May	June	July	Aug	Sept	Total
Received	1424	1390	1486	1449	1741	1553	9043
Closed	1509	1486	1629	1554	1521	1598	9297

Cases received, closed and outstanding during period April to September 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 Sept 05
6492	9043	9297	6238