

## Legal Services Complaints Commissioner's performance targets for the Law Society 2005-06

The Legal Services Complaints Commissioner has set targets for the Law Society, which cover four main areas that can bring about improvement in complaints handling for the consumer:

- *Improving Timeliness* - people want their complaints resolved within a reasonable time
- *Improving Customer satisfaction* - this includes impartiality, a clear process, and an effective remedy where one is appropriate
- *Improving Quality of decisions* - this includes consistency, following procedures properly, and ensuring there is no unfair discrimination
- *Delivery of Plans* – this involves a proper planning process drawing together people with the right skills, using quality systems, and delivering the intended level of performance within reasonable timescales and then sustaining it

The targets set for 2005-2006 are:

- **Target 1 - Improving timeliness** - To close at least:
  - 53% of complaints within 3 months
  - 75% of complaints within 6 months
  - 85% of complaints within 9 months
  - 92% of complaints within 12 months
  - 98% of complaints within 18 months
- **Target 2 - Improving customer satisfaction**  
68% or more of complainants to be satisfied with the handling of their complaint by the Law Society.
- **Target 3 - Improving the quality of decisions**  
70% or more of referrals to the Legal Services Ombudsman result in the Law Society's handling of the case being upheld.
- **Target 4 - Delivery of the Law Society Plan**  
All key milestones to be delivered on time as specified in the Year 1 Law Society Plan (unless varied by agreement with the LSCC).

Performance will be measured based on the achievements of all cases throughout the year. We shall conduct our own studies to support this work, get independent assurance and identify areas for further improvement.