

slcc

scottish legal complaints commission  
[www.scottishlegalcomplaints.com](http://www.scottishlegalcomplaints.com)

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## Today's aims:

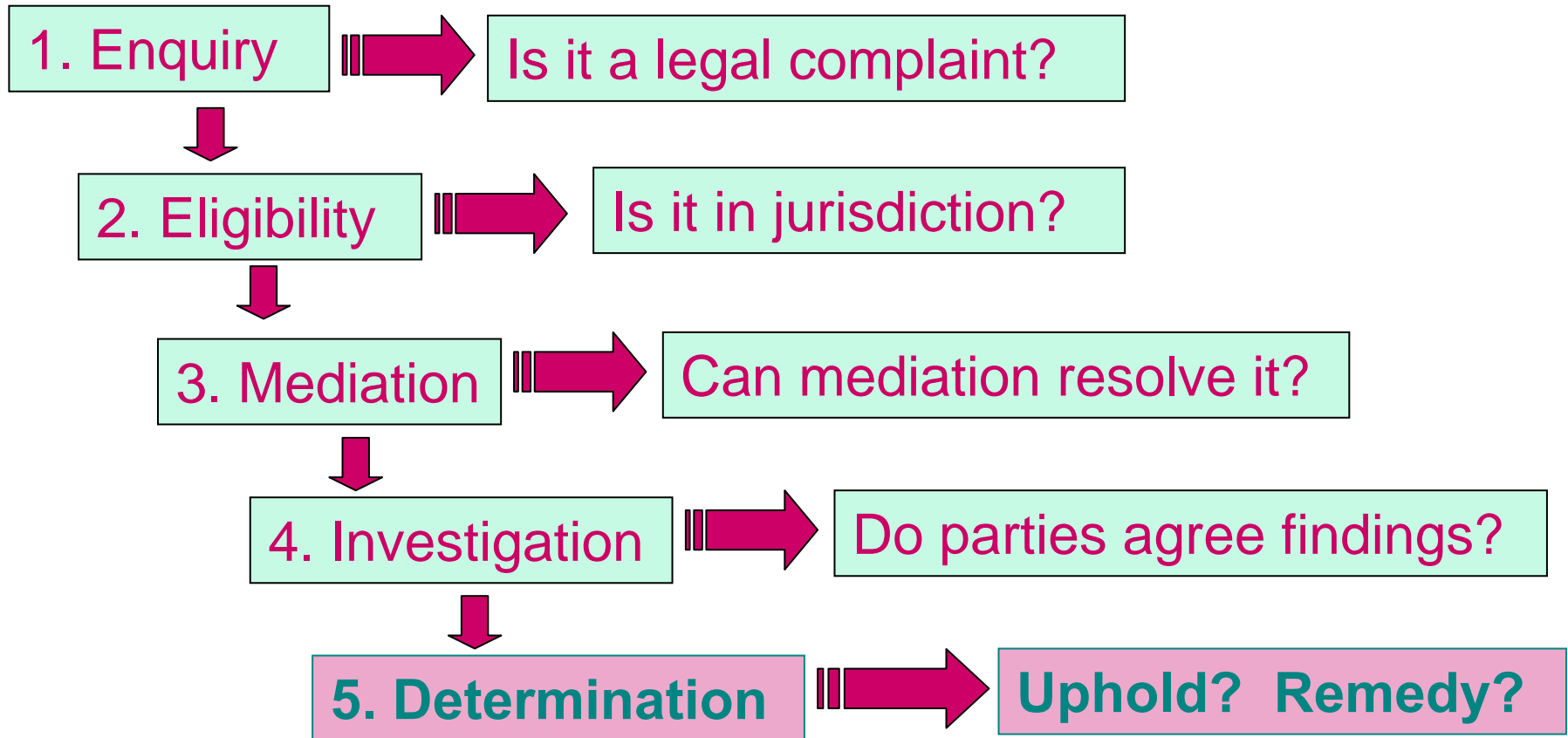
- Give you a flavour of the journey we are travelling
- Overview of the complaint handling process

**9<sup>1/2</sup> weeks...**

## Some Facts:

- 3 Gateway team members
- 11 Investigators
- 1 Hol
- 9 Members
- As of 12:34 on 5 November 2008, 584 enquiries
- Of which 3 are post 1 October complaints
- Case management system - WorkPro

# 5 stage process



- First point of contact
- Everything logged
- Types of enquiry:
  - Case
  - FOISA/DPA
  - Media
  - Equal Ops
  - General
- Complaint form issued

- Procedurally the most complex stage
- Initial filter: Pre 1 October 2008
  - Handling complaint, old SLSO powers
  - Service or Conduct to LSS/FA
- 1 October 2008, initial filter
  - **Handling complaint**
    - LSS/FA investigated
    - Eligible person
    - Within 6 months
  - **Service/conduct** ... there's so much more!

# Eligibility Stage (2)

## Conduct and Service



- Eligible person
- Not acting in judicial capacity
- 12 months
  - Exceptional cases, Member decision
- Complaint to practitioner
- Vexatious, frivolous, without merit
  - Rejection is a Member decision
- Not covered by other regulatory scheme
  - Rejection is a Member decision
- Signed complaint form ✓

# Eligibility Stage (3) Conduct and Service



- Conduct → LSS/FA
- Service – down to SLCC

Serve notice on BOTH parties

- Not handling complaints
- Agreement of both parties
- 😊 close
- 😞 investigate

- Investigation plan - no fishing trips
- Research/investigation needed
- Initial enquiries - both parties invited to have their say
- Other enquiries
  - files
  - further information from parties
  - third-parties, expert advice where needed
- progress reporting
- provisional report - 28 days
  - 😊 close
  - 😞 Member determination

- Members determine outcome
  - Uphold
  - Not uphold
  - Remedy
- 3, 5, 7, 9 - lay majority
- Publicise decisions - anonymised
- Appeals - through the Court

# Supporting processes and policies



- Complaint levy
- Follow-up action
- Staff code of conduct
- Unacceptable Actions
- Service standards

# Questions?

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