

Neil Stevenson
Chief Executive
Scottish Legal Complaints Commission
The Stamp Office
10 – 14 Waterloo Place
Edinburgh
EH1 3EG

From: Steven McGregor
Head of Devolved Nations

Direct line: 0289 053 9904

Our ref:

Your ref:

14 March 2022

Dear Neil

The Competition and Market Authority's response to the Scottish Legal Complaints Commission draft operating plan and budget consultation

Thank you for the opportunity to comment on the Scottish Legal Complaints Commission (SLCC) draft operating plan and budget 2022-23. As the UK's principal competition and consumer law enforcement agent, our mission is to make markets work well in the interest of consumers, business and the economy.

The impact of the COVID-19 pandemic over the last two years has been challenging for consumers, the legal profession and SLCC. The SLCC's Scottish Public Service Award is testament to how the organisation has demonstrated improvements in service despite the challenging environment. I would like to take this opportunity to congratulate SLCC for this achievement.

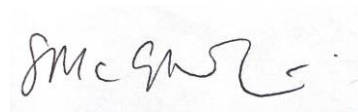
The CMA is actively engaged in the policy discussion on legal service reform, alongside the Scottish Government, regulators, consumer groups and the SLCC. We value SLCC's contribution and expertise in these discussions. As such, we welcome the projects set out in the operation plan to create a fairer, more efficient and effective regulatory and complaints model. The three projects aimed at embedding new functions and powers and delivering regulatory reform will be of significant importance in ensuring the legal services sector works well for consumers.

We remain supportive of SLCC's statutory Consumer Panel. While SLCC continues to provide impartial functions, the Consumer Panel plays an important role in giving a voice to consumers.

As with previous years it would not be appropriate for us to comment on the SLCC's budget or the impact of levies. We have therefore not commented on these areas of consultation.

We believe that the SLCC is in a good position to face the opportunities and challenges for 2022/23. We look forward to continuing to work closely with SLCC and to encourage the organisation to share expertise with external stakeholders on consumer experiences within legal services.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. McGregor', is placed over a light grey rectangular background.

Steven McGregor
Head of Devolved Nations
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