

Complaint Statistics

Reporting period: 1 July 2011 to 30 June 2012.

Enquiries	2011/12
Enquiries in hand at the start of the year	4
Enquiries received	4627
Enquires dealt with	4627

Complaints	2011/12
Complaints in hand at the start of the year	566
Complaints received	1264
Complaints ineligible for investigation	486
Withdrawn/resolved before eligibility decision made	128
Eligible conduct complaints referred to professional body for investigation	144
Eligible service complaints dealt with and closed by SLCC	289
Complaints in hand at the end of the year	783

Split between conduct and service complaints accepted as eligible for investigation

	2008/09	2009/10	2010/11	2011/12
Conduct	84%	45%	29%	23%
Inadequate Professional Service	16%	55%	71%	77%

Breakdown by business category

Breakdown By Business Category	%
Residential Conveyancing	20.3
Other	18.3
Family Law	16.8
Executries, Wills and Trusts	14.3
Litigation	13.1
Crime	5.3
Employment Law	2.8
Commercial Property and Leasing	2.7
Categories <2%	6.3
Breakdown By Business	<2%

Category	
Medical Negligence	
Housing, Landlord and Tenant	
Commercial and Company Law	
Immigration and Asylum	
Financial Services - Other	
Mental Health	
Consumer Law	
Agricultural Law	
Child Law	
Crofting Law	
Negligence	
Planning and Compulsory Purchase	
Taxation	
Total	6.3%

Eligibility

Summary of decisions taken about the eligibility of complaints	
Premature - practitioner not give reasonable opportunity to resolve the complaint	115
The complaint was about a practitioner acting in a judicial capacity	4
The complaint was made outside time limits	174
Frivolous, vexatious or totally without merit (198 were totally without merit, 2 vexatious and two were a combination of reasons)	202
Resolved before an eligibility decision was taken	61
Accepted as an eligible conduct complaint	104
Accepted as an eligible hybrid complaint (hybrid includes both conduct and service complaint)	51
total	711

Mediation

Complaints resolved by mediation

Resolved at mediation	56
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Investigation

Resolved at investigation by report	46
Resolved at investigation by conciliation	19
Withdrawn by the complainer at investigation stage	22

Determination

Complaints wholly/partially upheld at determination	44
Complaints Not upheld at determination	92
Total number of cases determined	136

SLSO Legacy Work

The SLCC continues to deal with handling complaints that under transitional arrangements are dealt with under the powers of the ex-Scottish Legal Ombudsman.

In the year we dealt with the following:

Complaints in hand at 1 July 2011	4
New complaints received	45
Complaints not accepted for investigation	17
Complaints investigated and closed	64
Complaints in hand	4