

Scottish Legal Complaints Commission

Annual Report
1 July 2012 - 30 June 2013

“Our purpose is to underpin
the trust and confidence of
the Scottish public in the legal
profession and the services
which it provides.”

Scottish Legal Complaints Commission
Annual Report 2012 - 2013

This Report covers the SLCC's reporting
period from 1 July 2012 to 30 June 2013.

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16 of Schedule 1 of the Legal Profession
and Legal Aid (Scotland) Act 2007.

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Chair's foreword



I was delighted to take up my appointment as the Chairing Member of the SLCC in January 2013. I

look forward to contributing to making the SLCC an even more successful complaint resolving organisation.

I took over from Jane Irvine, the Commission's first Chairing Member. Jane did a tremendous job in establishing the SLCC and addressing its early issues. She leaves an organisation with experience and a broad range of strengths.

After five years' experience, we now know much more about how to operate an independent and impartial complaint handling organisation. The Chief Executive has introduced a number of structural and process innovations which are already having a positive impact on our performance. Going forward, we will be identifying a number of performance targets; our priority is to achieve them within our budget.

I am grateful to the SLCC staff, who have made a considerable contribution to our improving performance in the past year while, at the same time, accommodating considerable changes in a most professional manner. I also wish to thank my fellow Commissioners. They could not have been more supportive to me in my new role. Board meetings are now bi-monthly and the focus is increasingly on organisational direction and performance. I am grateful too for the welcome I received from our many stakeholders.

Our aim is to be a high quality operation. One aspect of this is to write in a clear and concise manner that can be easily understood. The style and language of this report is less formal than might be expected; but being easily understood by everyone is very important to us. In the same vein we are not publishing this annual report in the established format, characterised by glossy paper and many interesting photographs; we do not believe that to be a good use of our levy on the profession. Rather, we are publishing this report primarily on the internet, with hard copy being provided only to those few who require it. I would welcome any comments on this.

Bill Brackenridge,
Chairing Member

“...with five years' experience, we now know much more....”

Chief Executive Officer's Report



The SLCC is an independent and impartial body established by the Scottish Parliament. Our

purpose is to underpin the trust and confidence of the Scottish public in the legal profession and the services which it provides.

In turn, it is essential that our users and stakeholders place a high degree of trust and confidence in us. Complaint handling is contentious by its nature. At times, complainers and practitioners strongly disagree with our decisions because complaints matter. The SLCC was created because of a growing sense that assessing, investigating and determining complaints should no longer be the sole preserve of the legal profession. Our objectivity also matters. Both the public and the profession must be able to rely on it.

I hope that the work that we have carried out over the past year has served to earn trust. We have become more efficient and effective. We closed 33% more complaints last year and our work in progress and unit costs fell as a result. We act firmly and decisively where we find things need to be put right. Over the course of the year over £250,000 in compensation and rebated fees for complainers was agreed or awarded by us. We are persistent in ensuring our decisions are enforced too and we have taken further action in 49 cases to make sure that redress becomes reality.

From user feedback it is clear that there is more for us to do in dealing with cases more quickly, but legal complaints can be complex and time-consuming. Our aim is to take a proportionate approach, but evidence must be gathered and weighed thoroughly; submissions from the parties must be given due consideration and our decisions must be clearly thought out and well reasoned.

Wherever we can, we encourage dialogue and early resolution. The majority of our complaints are in areas of law such as residential conveyancing, executries, litigation and family law. Usually the root cause of dissatisfaction is communication. Complaints are frequently about major life events which have a huge emotional impact on complainers and their families. At such times, practitioners need to be skilled in explaining complex issues with simplicity and clarity.

Whilst at times complainers may have unrealistic expectations of what a practitioner can achieve, they have every right to expect good quality service. Clear communication, sound legal advice and prompt and empathetic service are all reasons why the public look to engage a practitioner. When complaints do occur, as they do in all walks of life, complainers should be able to expect that their concerns are recognised, discussed and, where possible, addressed.

The past five years have demonstrated the value of mediation as a starting point in resolving complaints. We invite parties to use our free and confidential mediation service. Those who take up our offer are able to resolve the complaint 75% of the time.

Our oversight work is also drawing on the trends we have identified in complaints to produce guidance for practitioners and the public. Alongside this annual report we are publishing analysis of five years' worth of data which helps practitioners to identify where risks in service provision exist. Since our establishment, residential conveyancing has been the largest area of complaint so we have prepared a more detailed report in this area for consumers.

We are extending our outreach programme to engage with practitioners to prevent complaints and to improve complaint handling. We are also working to communicate better with the public to promote our guidance and to ensure that people are aware of our role and how and when they can approach us for help.

We are funded by a levy on the legal profession. Our workload has reached the levels which were predicted when we were set up and we have now reached the staffing levels which were originally envisaged. Consequently our staff numbers and costs rose in 2012/13. We are well aware of the pressures on the profession and recognise the wider context of budget reductions in public bodies. We have committed to reduce our non staff costs by 15% by finding savings in legal costs, office running costs and other corporate costs.

There are a growing number of instances where the failure of firms and the appointment of trustees or judicial factors leads to delays or in some cases to the absence of redress. Of course the legitimate claims of other creditors must be considered but a complaint system which does not support redress is unlikely to instil confidence in the profession. The Law Society of Scotland has engaged with us on this point and we will continue to work with the Society on how this issue might be addressed. The costs which we incur in trying to enforce redress are ultimately borne by the wider profession through pressure on the levy.

We have undertaken a restructure to improve our complaint handling and to ensure more focus on our oversight and guidance work. At the same time, a full review of our pay scales was carried out to ensure that salaries reflected changes in the job market since we were set up in 2008. I would like to recognise the professionalism and dedication of the staff in having their most productive year against such a backdrop.

Our relationship with professional organisations and consumer groups is open and productive. We have worked with a range of bodies to prepare joint recommendations on how our governing legislation could be improved. We now look forward to working with our sponsor team in Scottish Government to implement these changes.

Much has been achieved in the last five years and with the advent of an approved regulatory scheme and licensed providers of legal services there will be further change ahead. We look forward to this challenge.

Matthew Vickers,
Chief Executive Officer

“We act firmly and decisively where we find things need to be put right.”

The role of the Scottish Legal Complaints Commission (SLCC)

We were established, under the Legal Profession and Legal Aid (Scotland) Act 2007 (“**2007 Act**”), to modernise the legal complaints handling system and to enable complaints against the legal profession to be resolved quickly and effectively.

We act as a gateway for all complaints about legal practitioners in Scotland. We register complaints and decide if they can be accepted for investigation. We deal with complaints about the service provided by legal practitioners ourselves. We send complaints about legal practitioners’ conduct to the relevant professional body. Complaints about solicitors’ conduct go to the Law Society of Scotland. Complaints about advocates go to the Faculty of Advocates. Complaints about Commercial Attorneys go to the Association of Commercial Attorneys. Complainers who are unhappy with the complaint handling procedures followed in conduct complaints can ask for us to look at how their case has been handled. In addition, we have a principal role in promoting and advising on good complaint handling across the legal profession, by making recommendations to contribute to the development of good professional legal practice in Scotland.

We offer an **independent** and **impartial** service for complaints about the legal profession in Scotland. We are focussed on early resolution and improving standards.

Independent

We operate independently of the Scottish Government, Scottish Legal Profession, the Law Society of Scotland, the Faculty of Advocates and Association of Commercial Attorneys.

Impartial

We are not a consumer champion or protector of the legal profession, but independent and impartial. We remain committed to resolving complaints as early as we can, whilst ensuring complaints are taken seriously and are dealt with properly. This aligns with our strategic aims and values.

“We remain committed to resolving complaints as early as we can....”

Our Strategic Objectives

We aim to improve trust and confidence in legal services in Scotland.

To achieve this, we have three strategic objectives. We will be

- **A high quality, independent and impartial complaint handling service, focussed on early resolution and centred on the needs of users**
- **An efficient and accountable organisation which tracks performance and acts to improve on it**
- **An influential organisation providing guidance and insight to improve standards of legal service.**

Our Values

Our work is underpinned by five core values

Respect

We respect others and are respected

Trust

Our decisions and outcomes can be trusted

Efficiency and Effectiveness

We make a positive, measurable impact

Leadership

We are decisive in taking well-informed action

User focus

We are mindful of the needs of our service users

The complaints process

We act as the single gateway for legal complaints in Scotland. When we receive a complaint, we must assess whether it is eligible or not. We firstly look at whether the complaint was made in time and whether the practitioner has been given an opportunity to deal with it. We then look at the merits of the complaint to assess whether it should be investigated. If a complaint is eligible it may be a conduct complaint (which will be referred to the relevant professional organisation), a service complaint (which will be dealt with by us) or a hybrid complaint which has elements of service and conduct (we investigate the service elements, the professional organisation investigates the conduct elements).

Where possible, we aim to resolve service complaints through mediation or by encouraging the parties to reach a settlement during the investigation process.

Mediation is a free and confidential service offered by the SLCC through our team of professional, impartial and independent mediators. Our experience is that around three quarters of all mediations produce an outcome with which both sides are happy. It is quicker than the more formal process of investigation. Feedback from complainers and practitioners who have used the service shows that they also find the service less stressful. We offer mediation via webcams.

If the offer to mediate is declined, or if the complaint remains unresolved, an investigator takes over the case. Our investigations are thorough and can be time-consuming and complex, particularly where there are a number of different aspects to a complaint to be considered. Again, where possible the investigator encourages the parties to come to an agreement through that process. Complaints can be settled at any stage of the investigation, but at the end of the process the investigator writes a report with a recommended settlement. If both parties agree, the complaint is closed.

If either party does not agree, the complaint is referred to a Determination Committee (DC) for a formal decision. A DC is composed of three Members. A legal Member chairs the Committee but two lay Members ensure that there is always a lay majority in the decision making process. These decisions can only be changed by successful appeal to the Court of Session. Consequently, the DCs weigh up the evidence and any comments on the investigation recommendation very carefully before reaching a conclusion. This can take some time because a DC looks at the complaint afresh. A DC may reach a different conclusion to the investigator, and its decision is final and can only be changed if appealed to the Court of Session. For a more detailed breakdown of our complaint process, please see our website at the following link <http://www.scottishlegalcomplaints.org/making-a-complaint/complaints-process.aspx>

What we can do to put things right

If we agree that a legal practitioner's service has been inadequate, we can order the profession to take action to put things right for the complainer. What we order the legal practitioner to do depends on the circumstances of the case, but can include: apologising; doing remedial work; reducing or refunding fees; and/or paying compensation if the complainer has experienced loss due to poor service or poor treatment. We can award up to £20,000 in compensation.

Guidance for the legal profession

A major part of our job is to encourage members of the legal profession to improve the services they provide, and to highlight what we consider to be best practice in dealing with complaints when they do arise.

We also undertake trends analysis and intelligence on the kind of complaints we are most frequently seeing and provide guidance where we see room for improvement.

Our website provides complaint case examples, trends reports, along with helpful guides to good practice. Current publications include:

- **Five years on – facts and figures**
- **Preventing complaints**
- **Best practice in complaint handling – a guide for solicitors**

We will be working with the Faculty of Advocates to produce guidance to assist advocates in early complaint resolution. We will also be producing further guidance which addresses the problems which sole practitioners and small firms may face when dealing with complaints. We will continue to analyse our own complaints data to identify – and produce guidance to tackle – emerging trends.

Help for members of the public

As an independent organisation, we recognise that the law can often be bewildering for consumers, particularly those who have no previous experience of such matters and are perhaps seeing a solicitor for the first time. In addition to making recommendations to encourage good practice within the legal profession, we aim to provide information and advice to help members of the public.

This year we have produced the first in a series of consumer guides to help avoid or reduce the likelihood of a legal complaint arising:

- **Conveyancing – a guide for consumers**

We will produce further “themed” guides focussed on those areas where we identify such guidance will assist consumers. Forthcoming publications will include a guide focussed on family law work and a guide on legal costs.

“This year we awarded over £250,000 in compensation and fee refunds.....”

Service delivery

As a complaints handling organisation, it is especially important that we take complaints about our own performance seriously. We do make mistakes and where this happens we try to learn from our mistakes and put things right. Sometimes people complain about us because they do not agree with decisions we have made about their cases. Complaints can be very emotive on both sides, touching on deeply held feelings, so naturally parties can sometimes be angry and disappointed about the outcome of their complaints. We need to distinguish between complaints about the outcome of our process and complaints about our service delivery of the process.

Where either party believes that they have not had the courteous and professional treatment which they expect from us, this is covered by our service delivery process. A manager will investigate the service delivery complaint and respond to it. If this still does not resolve the concerns raised, then our Chief Executive Officer will investigate and respond.

The main reasons for upheld complaints were the length of time taken to reach a decision and confusing communication.

Service Delivery Complaint Outcomes

Upheld	9
Not Upheld	33
Total	42

Appeals

The decisions which we make at the eligibility and determination stages can only be challenged by appeal to the Court of Session. Even if new information comes to light that may have influenced our original decision, we cannot change a decision except through the court process. We take our responsibility to make decisions very seriously and we recognise that the appeal process can be lengthy, complex and costly.

We received eight appeals in 2012-13. Of the appeals, five related to our assessment of eligibility. Three appeals concerned determinations.

Of the appeals about eligibility decisions, one was from a practitioner who did not agree with our decision to accept a complaint for investigation and four were from complainers who did not agree with our decisions to reject their complaints (or part of their complaints) as ineligible. The three appeals concerning determinations were made by practitioners.

As at the end of the year, two of the appeals were still on-going. Two appeals were decided in our favour. We conceded four appeals which were sent back to us for fresh decisions to be made. We did not lose any appeals.

“Strengthening public confidence about conduct complaints....”

Working with the professional organisations

We investigate and determine complaints about service. Complaints which are assessed as conduct are investigated by the relevant professional organisation (RPO). Our role in strengthening public confidence about conduct complaints has several aspects:

- **Firstly, as the single gateway for legal complaints, we decide whether a complaint should be accepted for investigation or not under our eligibility process.**
- **Secondly, where a complainer is dissatisfied with how a conduct complaint has been investigated, we can review how this was done and if necessary tell the RPO to reinvestigate, sharing any concerns which we have with the RPO and the parties to the original conduct complaint. These are called handling complaints.**
- **Thirdly, we have oversight powers to audit the systems and processes which the RPOs use in investigating and determining conduct complaints and to bring any areas which we think could be improved to their attention, making recommendations and giving guidance if appropriate.**

We also have a duty to oversee how practitioners deal with complaints and how they deal with matters that result in complaints being made to us. We monitor practitioners' compliance with the complaint process and where deficiencies and/or concerns are identified, these are brought to the attention of the RPO.

In some cases, we have asked the RPO to consider dealing with the matter as a potential conduct complaint against the practitioner concerned.

We also have powers to issue guidance to practitioners about how they deal with complaints. For further information please see our website link to our guidance <http://www.scottishlegalcomplaints.org.uk/for-practitioners/guidance-advice.aspx>

Handling complaints about the professional organisations

Complainers who are unhappy with how a professional organisation has dealt with a conduct complaint can ask us to look at how their case has been handled. This is what we call a handling complaint. At the start of the year we had eleven handling complaints in our system. We received seven new handling complaints this year and have closed three.

At the end of the year five handling complaints remained suspended pending the publication of the Scottish Solicitors' Discipline Tribunal (SSDT's) findings in respect of the prosecution of one solicitor and an appeal by a complainer against the Law Society's decision.

The remaining ten handling complaints are still in the process of being assessed for eligibility or are being investigated.

In respect of our closed handling complaints, one was rejected at eligibility because it was received out of time, and one was rejected due to the complaint lacking specification. In the third case, we decided that it was not justified to intervene in an on-going Law Society investigation.

We issued four final handling reports during the year:

- **In two cases, we were critical of the Law Society's administration of the investigation and/or its decision-making. The Society has paid a total of £500 compensation to the complainers (plus £20 towards their costs). We also asked the Society to reconsider one of these complaints which resulted in a complaint being upheld which the Society had previously decided not to uphold.**
- **In the two other cases, we found that the Law Society had carried out its investigations generally satisfactorily.**

Although final reports were issued in these four cases, at the end of the year they remained open on our system as the Relevant Professional Organisation (RPO) is allowed a period of three months in which to comply with our recommendations.

We have also issued guidance to the Law Society about changes which we considered should be made to its systems for dealing more effectively with conduct complaints.

Effective redress

We continue to see cases of non-compliance where practitioners fail to pay awards which have been made against them by us. We take a firm line on this and use Sheriff Officers and the Small Claims Court processes where necessary to enforce outstanding sums. There were 49 cases where we took action to enforce compliance with our decisions. Our action recovered over £72,000 of compensation for complainers in these cases. We have the full support of the Law Society of Scotland in tackling non-compliance where a solicitor refuses to pay.

In addition, we have found that complainers sometimes have to wait a considerable length of time to receive compensation or fee rebates where a Judicial Factor or Trustee has been appointed. They may also only receive partial compensation. We have raised this point with the Law Society of Scotland. Whilst we understand that other creditors' interests need to be considered, it is essential that the complaints system incorporates effective redress mechanisms. We are concerned that in an increasing proportion of cases, complainers are at risk of not receiving full redress.

In addition to the risk of inadequacy of redress, we are incurring increasing costs in seeking to enforce our decisions. Since we are funded by a levy on the legal profession, these costs are borne by the profession as a whole.

Status	Number
In hand at start of year	11
New complaints received	7
Closed during the year	3
Suspended	5
In hand at year end	15 (inclusive of suspended complaints)

Who we are

Board

Our Board has nine Members. Six are lay Members (i.e. not part of the legal profession in Scotland) and three are legal Members (i.e. they are or have been part of the legal profession). Under the 2007 Act, there must always be more lay Members than legal and the Chairing Member must always be a lay Member.

Our Board is drawn from a wide variety of backgrounds across Scotland. Our Members have a wealth of experience in corporate governance, complaint handling and public service. Our legal Members contribute to the legal expertise we need to inform our decision making.

The Board currently comprises:

- Bill Brackenridge, **Chairing Member** (lay)

Lay Members

- Prof Kevin Dunion OBE
- Ian Gibson
- Dr Samantha Jones
- Iain McGrory
- Fiona Smith

Legal Members

- George Clark
- Ian Leitch CBE
- Maurice O'Carroll

Further details of our Members are available from our website at <http://www.scottishlegalcomplaints.org/about-slcc/who-we-are.aspx>

Staff

A team of experienced, highly skilled and dedicated colleagues works to deliver our objectives. Our work demands not only legal knowledge and experience, but also strong skills in analysis, communication and customer service. We continue to invest in training and development and wherever possible we look to learn from similar organisations.

We recognise the importance of developing new talent and entered a programme of work experience placements and internships which support the Scottish Government's plans to tackle youth unemployment. Our pay structures are governed in accordance with the principles of the Scottish Government pay remit.

“A team of experienced, highly skilled and dedicated colleagues.....”

Talking & Listening

Talking

We continue to give presentations and deliver seminars to a range of stakeholders. We speak to stakeholder groups on topics that include our role and responsibilities, the value of mediation in complaint resolution and good practice in complaint handling.

We believe that it is important to engage with those who are entering the legal profession and, as part of an annual cycle of outreach work, we speak to all students in Scotland who are training to become solicitors or advocates.

We respond regularly to consultations from, for example, government departments, MSPs and policy makers.

During the year we responded to:

- **The Scottish Government's Consultation on Court Reform (Scotland) Bill**
- **Citizens Advice Scotland Draft Consumer Work Plan**

Listening

Under the terms of the Legal Profession and Legal Aid (Scotland) Act 2007, we are required to consult with the professional bodies and ministers on our budget proposals. We issued our consultation budget in January 2013 for comment on proposals for the financial year starting in July 2013. The budget consultation also included consultation about the general levy we intended to charge for the coming year. Our budget was laid before Parliament in April 2013 and is available from our website at http://www.scottishlegalcomplaints.org.uk/media/45732/slcc_budget_2013-14.pdf

We also issue feedback questionnaires to everyone who has had a complaint through our system. Responses continue to be monitored and are actively used to inform our service delivery.

Breakdown by business category

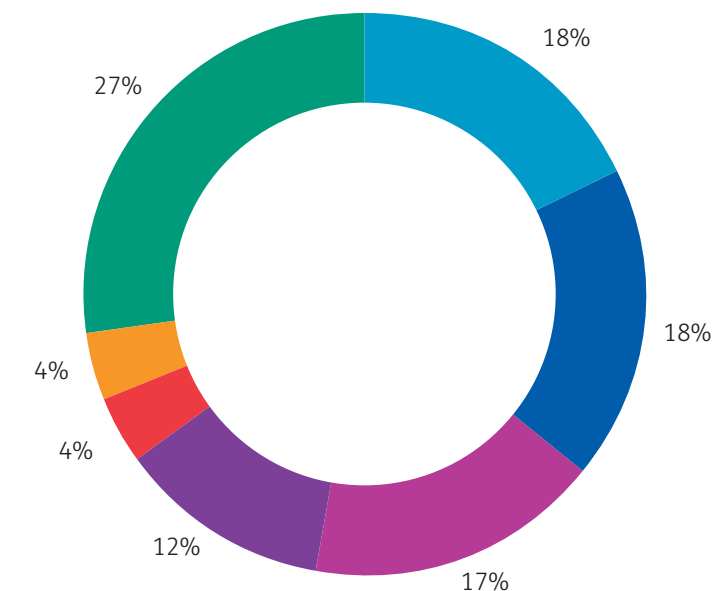
Top six business categories

• Litigation	18%
• Family Law	18%
• Residential Conveyancing	17%
• Executries, Wills & Trusts	12%
• Crime	4%
• Employment Law	4%
• All other (all less than 2%)	27%

As far as complaints are concerned, some areas of law are inherently more risky than others.

The business areas which attract most complaints are those, unsurprisingly, which are most closely associated with "life events" – for example, buying or selling a home or dealing with the trauma of a divorce.

Very often we see that there has been a mismatch between an emotional situation and a legal solution – practitioners need to be more alert and empathetic towards their client's individual needs.

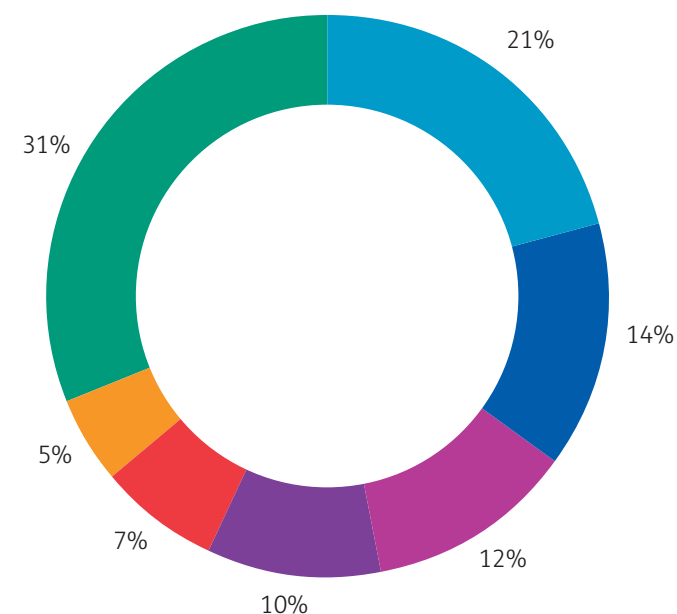


“Practitioners need to be more empathetic to the needs of clients....”

Breakdown by subject area

Top six business areas 2012-2013

Failed to Communicate Effectively	21%
Failed to Advise Adequately	14%
Failed to Follow Instructions	12%
Failed to Provide Information	10%
Delay	7%
Failed to Prepare Adequately	5%
All other	31%



Poor communication continues to be, by far, the biggest reason for legal complaints.

Clients look to their legal providers for clear guidance and advice they can understand.

It is clear that a client's expectations need to be addressed clearly and transparently from the outset of the transaction and then throughout.

Complainers assume technical expertise as a given; the factors which they are most likely to complain about are the "softer" areas highlighted above which are more easy to avoid.

“Factors behind complaints are often easy to avoid.....”

Enquiries

	2012/13	2011/12
Enquiries in hand at the start of the year	4	4
Enquiries received	5142	4267
Enquiries dealt with	5136	4267

Complaints

	2012/13	2011/12
Complaints in hand at the start of the year	783	566
Complaints received	1123	1264
Previously premature complaints reopened	48	N/K
Complaints reassessed as eligible on appeal	4	N/K
Complaints ineligible for investigation	(494)	(371)
Withdrawn/resolved before eligibility decision made	(170)	(128)
Premature complaints	(169)	(115)
Eligible conduct complaints referred to professional body for investigation	(100)	(144)
Eligible service complaints dealt with and closed by SLCC	(386)	(289)
Complaints closed in previous year with compliance work completed in 2012/13	(12)	N/A
Complaints in hand at the end of the year	627	783

Eligibility

	2012/13	2011/12
Summary of decisions taken about the eligibility of complaints		
Premature – practitioner not given reasonable opportunity to resolve the complaint	169	115
The complaint was about a practitioner acting in a judicial capacity	5	4
The complaint was made outside time limits	184	174
Frivolous, vexatious or totally without merit	305	202
Resolved before an eligibility decision was taken	86	61
Accepted as an eligible conduct complaint	100	104
Accepted as an eligible hybrid complaint (hybrid includes both conduct and service complaint)	100	51

Mediation

	2012/13	2011/12
Complaints resolved by mediation		
Resolved at mediation	44	56

Investigation	2012/13	2011/12
Resolved at investigation by report	46	46
Resolved at investigation by conciliation	19	19
Withdrawn by the complainer at investigation stage	16	22

A total of £38,708.20 compensation was agreed for cases which were settled during the investigation process.

Determination	2012/13	2011/12
Complaints wholly/partially upheld at determination	125	44
Complaints not upheld at determination	135	92
Total number of cases determined	260	136

Determination Committees awarded a total of £161,504.40 in compensation. In 57 cases the Committee ordered a rebate against the practitioner's fees.

SLSO Legacy Work

We continue to deal with handling complaints that, under transitional arrangements, fall under the powers of the ex-Scottish Legal Ombudsman.

This year we dealt with the following:

Complaints in hand at 1 July 2012	4
New complaints received	8
Complaints not accepted for investigation	5
Complaints investigated	6
Complaints in hand as at 30 June 2013	1

“We closed 33% more complaints than last year.....”

Freedom of Information

We are committed to Freedom of Information and aim to be as open as we can be in the information we share.

We reviewed our publication scheme and adopted the model scheme published by the Scottish Information Commissioner. We put in place steps for regular review to ensure that we put as much information as we can on our website.

We complied with our statutory duties as a body subject to the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (the EIRs) by responding to information requests.

Accessibility

We offer a translation service for translating correspondence to and from languages other than English.

Information leaflets are available in languages other than English.

We provide information in alternative formats such as large print, audio CD and easy to read text, on request.

Equality and Diversity

We gather information about who our users are, their race and ethnicity, gender, age group, whether they consider they have a disability, how they found out about us and whether they are ordinarily resident in Scotland.

Number of requests under FOISA and who made them	2012/13
Legal Profession	6
Members of public	63
Media/press	15
MSPs/MPs	3
Other	0
Total	87

The outcomes of requests under FOISA	2012/13
Information supplied	68
Information partially supplied	15
Information withheld	4
Insufficient information provided by the requestor to respond	0
Request withdrawn	0
Total	87

Helping Others

We are proud to have helped Macmillan Support through our 2012/13 operating year.

<http://www.macmillan.org.uk/Home.aspx>

Staff at the SLCC vote every year on what charity to support.

Summarised Accounts 2012-13

The information set out here is an extract from our audited annual accounts for the year ending 30 June 2013. The full accounts are available on our website: www.scottishlegalcomplaints.org.uk

We set our anticipated expenditure requirements for 2012-13 at £2,787,000 against which we received income of £2,720,000. Actual expenditure was £2,944,000 leaving an annual deficit of £224,000 compared to the previous annual deficit of £775,000.

Total reserves held at the end of the year amounted to £783,000 (compared to £1,033,000 at June 2012).

Statement of Comprehensive Income and Expenditure for year ending 30 June 2013

	2013 £'000	2012 £'000
Operating Income	(2,720)	(1,909)
Expenditure		
Staff Costs	1,886	1,630
Other Administration Costs	961	980
Depreciation	111	35
Pension Interest Cost and Expected Return on Pension Assets	0	(2)
Net Operating Cost	238	734
Other Comprehensive Income		
Actuarial Loss/(Gain) on Pension Scheme	(14)	21
Net Deficit for Year	224	755

Statement of financial position as at 30 June 2013

	2013 £'000	2012 £'000
Non Current Assets		
Property, Plant and Equipment	121	139
Intangible Assets	60	90
Total Non Current Assets	181	229
Current Assets		
Trade and Other Receivables	54	69
Cash and Cash Equivalents	827	953
Total Current Assets	881	1,022
Total Assets	1,062	1,251
Current Liabilities		
Trade and Other Payables	(221)	(153)
Total Current Liabilities	(221)	(153)
Non Current Assets plus Net Current Assets excluding Pension Liabilities	841	1,098
Pension Scheme Liability	(11)	(21)
Non Current Assets plus Net Current Assets including Pension Liabilities	830	1,077
Non Current Liabilities	(47)	(44)
Assets less Liabilities	783	1,033
Equity		
General Fund	778	1,002
Donated Asset Reserve	5	31
Total Equity	783	1,033

“We have committed to find savings in legal costs, office running costs and other corporate costs...”

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