

Scottish Legal Complaints Commission
The Stamp Office
10 – 14 Waterloo Place
Edinburgh, EH1 3EG
Tel 0131 528 5111
Fax 0131 528 5110
www.scottishlegalcomplaints.org.uk
Legal Post, 86, Edinburgh 2



Lorna Jack
Chief Executive
The Law Society of Scotland
26 Drumsheugh Gardens
Edinburgh
EH3 7YR

18 April 2013

Dear Lorna

SLCC Proposed Budget and Levy 2013/14

Thank you for your letter of 25 March. Following the SLCC Board Meeting on 18 April, I am writing to confirm that our original budget proposal will be laid before the Scottish Parliament.


I agree with your point that the SLCC should be challenged to deliver greater efficiency at a time when other public sector bodies and the legal profession as a whole are under pressure to do so. We do not see ourselves in any way as immune from this wider drive. I hope that my letter of 31 January demonstrates that we are very aware of the need to control costs and eliminate expenditure where we can.

I am keen to learn from the responses to the consultation from the Society's members and from the specific concerns which were raised. There are clear opportunities for the SLCC to improve which we've set out in our operating plan. We are already starting to see benefits from changes which we are making. For example, our current forecast is that we will close 50% more cases this year than we did last year.

The SLCC does need to be resourced properly to deliver an effective complaints handling system which will enhance trust and confidence in legal services in Scotland. The Society's members have my commitment to consider any ideas from the consultation which would increase our efficiency.

I agree with your suggestion that we will best serve the public and the profession by working together to improve the system. Working with consumer groups and the relevant professional organisations, I am confident that we can share our experience to identify areas where our governing legislation might be improved.

Yours sincerely



Matthew Vickers
Chief Executive Officer