

**COM010 GUIDE TO INFORMATION AVAILABLE THROUGH OUR PUBLICATION  
SCHEME**

**Table of Contents**

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
<b>2</b>	<b>Charges .....</b>	<b>2</b>
<b>3</b>	<b>Contact us .....</b>	<b>3</b>
<b>4</b>	<b>The Classes of information that we publish .....</b>	<b>3</b>
<b>5</b>	<b>Accessing information that we do not publish.....</b>	<b>7</b>
<b>6</b>	<b>Duration.....</b>	<b>7</b>
	<b>Appendix 01- Document Control Information .....</b>	<b>8</b>

## 1 Introduction

1.1 The Freedom of Information (Scotland) Act 2002 (FOISA) places a duty on the SLCC to publish information proactively. We must have regard to the public interest in the information which we hold and make it available so it can be accessed without the need for a request under Section 1 of FOISA.

1.2 The purpose of this Guide to Information is to:

- (i) Allow the public to see what information is available (and what is not available) in relation to each class;
- (ii) state what charges may be applied;
- (iii) explain how to find the information easily;
- (iv) provide contact details for enquiries and to get help with accessing the information; and
- (v) explain how to request information we hold that has not been published.

1.3 We hope that in publishing this information, we will demonstrate that we are an open and transparent organisation in practice. We appreciate that providing information can improve stakeholder relationships and helps understanding and meaningful engagement with us.

### 1.4 Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you by email or in paper copy (although there may be a charge for this).

### 1.5 Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

### 1.6 Copyright and re-use

Where we hold the copyright in our published information, the information may be copied or re-used without formal permission, provided that:

- (i) it is copied or re-used accurately;
- (ii) it is not used in a misleading context; and
- (iii) the source of the material is identified.

1.7 Where we do not hold the copyright in information we publish, we will make this clear.

## 2 Charges

2.1 This section explains when we may make a charge for our publications and how any charge will be calculated.

2.2 There is no charge to view information on our website or at our premises.

2.3 We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

2.4 Our photocopying charge per sheet of paper is shown in the tables below:

Black and white photocopying	A3	15p per sheet of paper
Black and white photocopying	A4	10p per sheet of paper
Colour photocopying	A3	25p per sheet of paper
Colour photocopying	A4	20p per sheet of paper

- 2.5 Information provided on USB will be charged at £1.50 per USB.
- 2.6 Postage costs will be recharged at the rate we paid to send the information to you.
- 2.7 When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.
- 2.8 We do not pass on any other costs to you in relation to our published information.
- 2.9 Please note that this charging schedule does not apply to any commercial publications (Class 8: commercial publications). These are items offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production. (NB We do not currently offer any such publications)

### 3 Contact us

- 3.1 You can contact us for assistance with any aspect of this Publication Scheme:

#### **Scottish Legal Complaints Commission (SLCC)**

The Stamp Office

10 – 14 Waterloo Place

Edinburgh

EH1 3EG

Tel: 0131 201 2130

Fax: 0131 201 2131

Email: [enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk)

DX ED573 EDINBURGH

[We are open from 9am until 5pm, Monday to Friday, apart from Tuesday when we close for staff training between 10am and 11am].

- 3.2 We can also advise you about how to ask for information that we do not publish, how to make an information request under the Data Protection Act 2018, or how to complain if you are dissatisfied with any aspect of this Publication Scheme.

### 4 The Classes of information that we publish

- 4.1 We publish information that we hold within the following Classes. Once information is published under a Class we will continue to make it available for the current and previous two financial years.

**Class 1: About the authority**

**Class 2: How we deliver our functions and services**

**Class 3: How we take decisions and what we decided**

**Class 4: What we spend and how we spend it**

**Class 5: How we manage our human, physical and information resources**

**Class 6: How we procure goods and services from external providers**

**Class 7: How we are performing**

**Class 8: Our commercial publications**

**Class 9: Our open data**

4.2 Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

**4.3 Class 1: About the authority**

Information about us, who we are, where to find us, how to contact us, how we are managed and our external relations.

<b>About the SLCC</b>	<b>How to access it</b>
About the SLCC	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/">https://www.scottishlegalcomplaints.org.uk/about-us/</a>
Who we are	<a href="http://www.scottishlegalcomplaints.org.uk/about-us/who-we-are">http://www.scottishlegalcomplaints.org.uk/about-us/who-we-are</a>
Governance	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/</a>
Governing Legislation	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules</a>
Responsibilities of Members	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/responsibilities-of-members/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-board/responsibilities-of-members/</a>
Gifts and Hospitality Registers	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/gifts-hospitality-registers">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/gifts-hospitality-registers</a>
Our Values	<a href="https://www.scottishlegalcomplaints.org.uk/media/1240/slcc_strategy_2016-2020.pdf">https://www.scottishlegalcomplaints.org.uk/media/1240/slcc_strategy_2016-2020.pdf</a>
Our History	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-history/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-history/</a>
Consumer Panel	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/consumer-panel/">https://www.scottishlegalcomplaints.org.uk/about-us/consumer-panel/</a>
Annual Reports	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/">https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/</a>
Consultation responses	<a href="https://www.scottishlegalcomplaints.org.uk/consultation/">https://www.scottishlegalcomplaints.org.uk/consultation/</a>
News	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/news/">https://www.scottishlegalcomplaints.org.uk/about-us/news/</a>
Freedom of Information	<a href="https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/">https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/</a>
Subject Access Request	<a href="https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/">https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/</a>
Contact Us	By phone: 0131 201 2130 <a href="https://www.scottishlegalcomplaints.org.uk/contact-us/">https://www.scottishlegalcomplaints.org.uk/contact-us/</a>

#### 4.4 Class 2: How do we deliver our functions and services

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

Delivering our business	How to access it
How to make a complaint about a legal practitioner	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/">https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/</a>
How to make a handling complaint about The Law Society of Scotland, The Faculty of Advocates or the Association of Commercial Attorneys [For complainers to the SLCC]	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/further-information/other-types-of-complaint/handling-complaints/">https://www.scottishlegalcomplaints.org.uk/your-complaint/further-information/other-types-of-complaint/handling-complaints/</a>
How to make a handling complaint about The Law Society of Scotland, The Faculty of Advocates or the Association of Commercial Attorneys [For legal practitioners who were the subject of a complaint to the SLCC]	<a href="https://www.scottishlegalcomplaints.org.uk/for-lawyers/handling-complaints/">https://www.scottishlegalcomplaints.org.uk/for-lawyers/handling-complaints/</a>
The SLCC complaints process	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/our-process/">https://www.scottishlegalcomplaints.org.uk/your-complaint/our-process/</a>
Complaints Case Examples	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/case-studies/">https://www.scottishlegalcomplaints.org.uk/your-complaint/case-studies/</a>
SLCC Videos	<a href="https://www.scottishlegalcomplaints.org.uk/resources/slcc-videos/">https://www.scottishlegalcomplaints.org.uk/resources/slcc-videos/</a>
How to appeal an SLCC decision	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/">https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/</a>
Our Processes	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/</a>
SLCC Rules	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/</a>
SLCC Policies	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/policies/">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/policies/</a>
How to complain if you are dissatisfied with our service	<a href="https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/">https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/</a>
Accessibility	<a href="https://www.scottishlegalcomplaints.org.uk/contact-us/accessibility/">https://www.scottishlegalcomplaints.org.uk/contact-us/accessibility/</a>
Frequently asked questions	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/">https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/</a>
Guidance and advice for legal practitioners	<a href="https://www.scottishlegalcomplaints.org.uk/for-lawyers/guidance-advice/">https://www.scottishlegalcomplaints.org.uk/for-lawyers/guidance-advice/</a>
Guidance and advice for consumers	<a href="https://www.scottishlegalcomplaints.org.uk/resources/consumer-guides/">https://www.scottishlegalcomplaints.org.uk/resources/consumer-guides/</a>
Useful Links	<a href="https://www.scottishlegalcomplaints.org.uk/resources/useful-links/">https://www.scottishlegalcomplaints.org.uk/resources/useful-links/</a>

Delivering our business	How to access it
Strategic aims and values	<a href="https://www.scottishlegalcomplaints.org.uk/media/1240/slcc_strategy_2016-2020.pdf">https://www.scottishlegalcomplaints.org.uk/media/1240/slcc_strategy_2016-2020.pdf</a>
Operating Plans	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/">https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/</a>

#### 4.5 Class 3: How we take decisions and what we have decided

Information about the decisions we take, how we make decisions and how we involve others.

Decision-making	How to access it
The SLCC complaints process	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/">https://www.scottishlegalcomplaints.org.uk/your-complaint/start-your-complaint/</a>
How to appeal an SLCC decision	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/">https://www.scottishlegalcomplaints.org.uk/your-complaint/appeal-a-decision/</a>
SLCC Rules	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/our-rules/</a>
Frequently asked questions	<a href="https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/">https://www.scottishlegalcomplaints.org.uk/your-complaint/frequently-asked-questions/</a>

#### 4.6 Class 4: What we spend and how we spend it

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend money and what has actually been spent).

Financial Information	How to access it
Annual Accounts	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/">https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-annual-accounts/</a>
SLCC Budget and Annual Levy	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/">https://www.scottishlegalcomplaints.org.uk/about-us/how-we-are-funded/our-budget/</a>
Senior Staff Salaries	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/senior-staff/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/senior-staff/</a>
Board Members Expenses	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/board-member-">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/board-member-</a>
Public Services Reform (Scotland) Act 2010 – Information Disclosure	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/public-services-reform-act/act.aspx">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/public-services-reform-act/act.aspx</a>

#### 4.7 Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of the authority.

Resources	How to access it
Our Processes	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/">https://www.scottishlegalcomplaints.org.uk/about-us/</a>
Jobs at the SLCC	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/careers/current-vacancies/">https://www.scottishlegalcomplaints.org.uk/about-us/careers/current-vacancies/</a>
Working at the SLCC	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/careers/working-at-the-slcc/">https://www.scottishlegalcomplaints.org.uk/about-us/careers/working-at-the-slcc/</a>
Our recruitment process	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/careers/our-recruitment-process/">https://www.scottishlegalcomplaints.org.uk/about-us/careers/our-recruitment-process/</a>
Biodiversity	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/biodiversity-reporting/">https://www.scottishlegalcomplaints.org.uk/about-us/rules-policies-and-publications/biodiversity-reporting/</a>

**4.8 Class 6: How we procure goods and services from external providers**

Information about how we procure goods and services, and our contracts with external providers.

Procurement	How to access it
SLCC Procurement Policy	By contacting the SLCC, not currently available on-line

**4.9 Class 7: How we are performing**

Information about how we perform as an organisation, and how well we deliver our functions and services.

Performance	How to access it
Annual Report	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-annual-report/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-annual-report/</a>
Complaint Statistics	<a href="https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-performance/">https://www.scottishlegalcomplaints.org.uk/about-us/who-we-are/our-performance/</a>
How to complain if you are dissatisfied with our service	<a href="https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/">https://www.scottishlegalcomplaints.org.uk/contact-us/complain-about-our-service/</a>

**4.10 Class 8: Our commercial publications**

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

- (i) We do not currently hold or publish information under this class.

**4.11 Class 9: Our open data**

Open data made available by us as described by the Scottish Government’s Open Data Resource Pack and available under open licence.

- (i) We do not currently publish information under this class.

**5 Accessing information that we do not publish**

5.1 From 1 January 2005, the general entitlement to information under Section 1 of FOISA enables any member of the public to make a request for information that is not published through the SLCC’s publication scheme. Details on how to make a request under FOISA are available on our website here: <https://www.scottishlegalcomplaints.org.uk/contact-us/freedom-of-information/>

**6 Duration**

6.1 Once published through the Guide to Information, the information should be available for the current and previous two financial years. Where information has been updated or superseded, only the current version is made available. However, previous versions may be requested from the SLCC.

## Appendix 01- Document Control Information

<b>Original Author:</b>	SLCC	
<b>Date:</b>	31.05.11	
<b>Last Major Version Approved by:</b>	CEO	
<b>Original Major Version Approval Date:</b>	31.05.11	
<b>Document name, version and location:</b>	G:\Policies and Procedures\Communications\COM010 Publication Scheme Policy V03.00 2019.11.docx	
<b>Number of pages:</b>	8	
<b>Review Date:</b>	2020.02	
<b>Published:</b>	Yes/æ	<b>Date: 08.11.19</b>

### Record of Document Changes

Date	Version no. changed	New version no.	Brief Description of change and reason	Changed by	Authorised by
31.05.11	V01.00		Policy created		Board
03.2013	V01.00	V01.01	Updated	SR	Board
26.05.15	V01.01	V01.05	Revised and updated	SR	Board
26.02.19	V01.05	V02.00	Revised and updated in line with Model Publication Scheme	DPO	CEO
07.11.19	V02.00	V03.00	Updated weblinks to take account of new website	DPO	CEO