

Reporting period 1 July 2009 to 30 June 2010

Received	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Enquiries received	599	568	461	451	2079
Complaints received	390	347	437	308	1482
Total no of contacts with SLCC	989	915	898	759	3561
Cases closed and reason ineligible for investigation	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Pre-01.10.08 sent to LSS	256	219	249	204	928
Pre-01.10.08 sent to FA	1	3	3	5	12
Premature conduct or service complaint	3	2	7	4	16
Premature handling complaint	0	0	0	0	0
Body out of jurisdiction	4	12	9	10	35
Subject out of jurisdiction	87	53	46	40	226
Not a legal practitioner	0	0	0	3	3
Practitioner acting in judicial capacity	1	0	0	0	1
Conduct/service complaint made out of time	0	0	0	1	1
Not Handling complaint made out of time	0	0	0	0	0
Complaint vexatious, frivolous or totally without merit	34	21	29	27	111
Handling complaint rejected other	0	0	0	1	1
Sub-total	386	310	343	295	1334
Eligible for investigation but not by the SLCC	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Conduct complaints to LSS	23	24	36	59	142
Conduct complaints to FA	1	0	1	0	2
Sub-total	24	24	37	59	144

Eligible for investigation but not by the SLCC	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Conduct complaints to LSS	23	24	36	59	142
Conduct complaints to FA	1	0	1	0	2
Sub-total	24	24	37	59	144
Discontinued	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Complainer fails to submit complaint form	4	9	8	13	34
Complaint withdrawn	15	7	5	15	42
Sub-total	19	16	13	28	76
Mediation	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Complaints resolved by mediation	0	1	10	6	17
Sub- total	0	1	10	6	17
Investigation	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Complaint resolved accepting investigation report	1	2	7	6	16
Complaint resolved before investigation report issued	2	1	3	1	7
Sub-total	3	3	10	7	23
Determination	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	TOTAL 2009/10
Complaint upheld	0	0	1	0	1
Complaint not upheld	1	0	6	8	15
Complaint partially upheld	1	1	3	3	8
Sub-total	2	1	10	11	24
Total number closed	434	355	423	406	1618

The number of complaints closed in a quarter will not equal the number received as complaints received in earlier periods will be included in the total.

Work in hand	30 Sept 2009	31 Dec 2009	31 March 2010	30 June 2010
Enquiries	47	56	74	25
Eligibility being assessed	130	130	183	142
Mediation being considered	9	15	14	17
Under investigation by SLCC	26	29	67	92
Determination being considered by SLCC Board	17	16	15	23
Total no of enquiries/complaints in hand	229	246	353	299

These figures summarise the 'live' cases the SLCC is dealing with at each stage of the complaints process.

Work carried out under powers of the Scottish Legal Services Ombudsman

If the complaint is about service instructed, or conduct issues that occurred before 1 October 2008, we do not investigate them because we have no powers to do so. We send them to the relevant professional body to deal with. The professional bodies are the Law Society of Scotland (LSS) and the Faculty of Advocates (FA).

If the complainer is unhappy with the professional body's investigation, the SLCC could still consider **how** the professional body handled the complaint under the old Scottish Legal Services Ombudsman's powers, but we were unable to investigate the actual complaint.

The figures are the number of pre 1 October 2008 handling complaints we dealt with, as set out in the Legal Profession and Legal Aid (Scotland) Act 2007 (Transitional, Savings and Consequential Provisions Order 2008). The investigation of these complaints was funded separately by the Scottish Government. The powers set out under the Transitional Order ended on 1 October 2010.

Work carried out under powers of the Scottish Legal Services Ombudsman	1 July 2009 to 30 Sept 2009	1 Oct 2009 to 31 Dec 2009	1 Jan 2010 to 31 March 2010	1 April 2010 to 30 June 2010	Total 2009/10
Cases accepted for investigation	55	57	55	49	216
Total Opinions completed	55	44	42	39	180
Opinions outstanding	41	48	61	49	