

Update on the Office for Legal Complaints

Purpose: For decision

Author: CLC's Representative on the OLC Challenge and Advisory Group and

Approver: Director of Strategy and External Relations

Summary

A report on progress at the Office for Legal Complaints.

Recommendations

Council is asked to note the report.

Relevant Regulatory Objectives

The effective handling of complaints is relevant in various ways to all of the statutory Regulatory Objectives, below.

RO1 - protect and promote the public interest

RO2 - support the constitutional principle of the rule of law

RO3 - improve access to justice

RO4 - protect and promote the interests of consumers

RO5 - promote competition in the provision of legal services

RO6 - encourage an independent, strong, diverse and effective legal profession

RO7 - increase public understanding of the citizen's legal rights and duties

RO8 - promote and maintain adherence to the professional principles

Financial impact

The costs of the OLC are significant to consumers of legal services, and especially in comparison to the CLC's own budget.

Diversity and inclusion impact

There are none arising from the report. There is a risk certain complainants' concerns might not be considered properly because of their personal characteristics and a risk that complaints might be influenced by the personal characteristics of the service provider. We do not have evidence on either of those points at the moment.

Communications requirements

None arising directly from the report.

Publication

The report is not for publication. A summary of matters discussed will be included within the CLC Chair's blog and the minutes of the meeting.