

Sir Mike Pitt  
Chairman  
Legal Services Board  
One Kemble Street  
London  
WC2B 4AN

9 December 2016

Dear Mike,

Please see below, the information requested to ensure compliance with the LSB requirements under Section 120.

From **1 April 2016 until March 2017**, the OLC must prepare and give reports monthly (in PDF or Word format) to the LSB providing the following information for its legal complaints jurisdiction:

- a) **Timeliness statistics showing the actual and percentage numbers of cases resolved within 56 days, 90 days, 180 days and 12 months (measured from the point at which a complainant agrees the nature of the complaint to the point at which it is resolved)**

#### Legal Performance for November 2016

	56 Days	90 Days	180 days	365 days
Target	n/a	60%	90%	n/a
Percentage achieved	21.3%	43.4%	85.8%	99.1%
Number of closures	118	267	472	638

- b) **Unit cost statistics showing the unit cost per case per rolling quarter. This should be calculated in accordance with the currently agreed methodology but may also be presented alongside OLC's proposed new measure.**

  
LEGAL  
OMBUDSMAN

Legal jurisdiction

Cost per case (old KPI)

Month = £ 1249

Rolling 3 month = £ 1401

Rolling 12 month = £ 1653

New KPI

Cost per complaint

Month = £ 54

Rolling 3 month = £ 50

Rolling 12 month = £ 53

Cost per investigation

Month = £ 588

Rolling 3 month = £ 690

Rolling 12 month = £ 820

- c) **Quality statistics. These should be calculated in accordance with the currently agreed methodology but may also be presented alongside OLC's proposed new measures.**

The result for the first quarter of this financial year showed that 62% of complainants and service providers are satisfied with the service we provide, regardless of outcome, against a target of 40%.

Yours sincerely,



Steve Green

Chair

Office for Legal Complaints

