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Parliamentary and Health Service Ombudsman
Millbank Tower
London SW1P 4QP

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By E-Mail: PGCH-consultation@ombudsman.org.uk

Dear Madam

Principles of Good Complaint Handling consultation

Thank you for giving the Legal Services Commission the opportunity to respond to the consultation on developing the Principles of Good Complaint Handling. The LSC welcomes the development of these Principles and feel that they will be a relevant and helpful resource to achieve fairness, consistency and common understanding for public bodies in terms of complaints handling.

Many of the principles outlined are reflected in our current Customer Service Strategy and I believe that at the LSC, we are continuing to move in the right direction.

I have a particular interest in these Principles as over the past few years we have done a significant amount of work in the area of developing the Commission's Customer Service policy. More recently, we are in the process of publishing a three-year Customer Service Strategy which is a broad framework to ensure that we are resolutely focused on our clients.

As part of that Strategy, we have recently launched the Customer Service Standards and Best Practice document, the aim of which is to enhance our customer service in the first instance. However, I appreciate that on occasions mistakes are made and we are now reviewing the LSC's Complaints Handling Procedure and will be incorporating the Ombudsman's Principles within that review.

We have also been directing our efforts into putting things right at the earliest opportunity. All our complaints are reviewed quarterly and any trends that may emerge are then reported to our Commissioners, outlining our plans for addressing issues. We have recently started collecting and collating feedback on the way in which we handle complaints, as well as surveying a sample of all clients who contact us by telephone or by letter.

On the whole I welcome this move towards providing consistency and clarification of what is expected and look forward to working with the Ombudsman's Office to achieve excellent service levels for our customers.

Yours sincerely

Carolyn Regan
Chief Executive
Legal Services Commission