

From: Brian Rogers
Sent: 20 May 2011 08:14
To: Consultations
Subject: CONSULTATION RESPONSE

Attention: Janet Edwards

Dear Janet,

I am responding on behalf of Manchester Law Society.

LeO – publishing our decisions: an evidence based approach

The Society agrees with the main thrust of the proposals but would ask that the following be noted:

We fully support the position the LeO is taking in delaying decisions until it has accumulated sufficient evidence to make informed decisions

We fully support transparency but any publication must be balanced and fair to all involved

Consideration needs to be given to vexatious complainants and how these complaints will be published

Consideration needs to be given to the consequences of issuing details about firms and their staff in cases where there is a public interest angle to publish; could publication prejudice any investigation by the SRA?

It is apparent that publication is only being demanded by consumer groups rather than consumers themselves; if this is the case does publication meet the Better Regulation principles?

Published data should be put in context, for example, a bigger firm will receive more complaints than a smaller one, and more complaints will emanate from specific types of work

It would be very useful if data could be published in a way that would enable firms to benchmark themselves against similar firms

The Society has a general concern that firms are having to deal with too much regulatory change at the same time and will be swamped by new requirements; regulators must work together to ensure firms are not asked to do too much at the same time and are able to adapt in a timely, but effective manner, so that the best interests of clients are not jeopardised.

Kind regards,

Brian
Chairman of the Regulatory Affairs Committee