

## Agenda: 4 March 2020

**For the One Hundred and Second Meeting of the Office for Legal Complaints**

**10:30 to 12:30**

**The Assay Office, Icknield Street, Birmingham, B18 6RZ**

*Any comments to be tabled in respect of the papers or items for AOB are to be forwarded to the Board Secretary by noon, 2 March 2020 (please email: [Kay.Kershaw@legalombudsman.org.uk](mailto:Kay.Kershaw@legalombudsman.org.uk))*

Item	Timing	Item information	Paper number	Action	Sponsor
1	10:30 (5 mins)	Welcome attendees, note apologies for absence and declarations of potential conflict of interest with any business items on the agenda	n/a	Note	Wanda Goldwag
2	10:35 (75 mins)	OLC Strategy 2020/23 Road Map to Green Final 2020/21 Budget Business Plan 2020/21 People Plan 2020/21	<b>102.1A</b> <b>102.1B</b> <b>102.1C</b> <b>102.1D</b> <b>102.1 E</b>	Approval Approval Approval Approval Information	Brendan Arnold
3	11:50 (15 mins)	Draft top 10 Risks	<b>102.2</b>	Information	Brendan Arnold
4	12:05 (15 mins)	Update from the LSB	<b>Verbal</b>	Information	Matthew Hill and David Eveleigh
5	12:20 (5 mins)	Board effectiveness	<b>Verbal</b>	Monitoring	Wanda Goldwag
6	12:25 (5 mins)	Any other business	<b>Verbal</b>		All
	<b>12:30</b>	<b>Close</b>			

## 2020 OLC Committee Meetings

<b>2020 OLC Board Dates 10:00 - 16.00 pm</b>	<b><i>Papers to be issued</i></b>	<b>2020 ARAC Dates</b>	<b><i>Deadline for papers</i></b>	<b>2020 RemCo Dates</b>	<b><i>Deadline for papers</i></b>
Monday 27 January	Monday 20 January	<del>Monday 17 February</del> Monday 2 March	<del>Monday 10 February</del> Monday 24 February	Wednesday 11 March	Wednesday 4 March
Wednesday 4 March (additional Meeting)	Wednesday 26 February	<del>Monday 18 May</del> 4 May 2020	<del>Monday 11 May</del> 24 April 2020	Tuesday 14 July	Tuesday 7 July
Thursday 26 March	Thursday 19 March	Wednesday 1 July	Wednesday 24 June	Wednesday 18 November	Wednesday 11 November
Monday 27 April	Monday 20 April	Monday 12 October	Monday 5 October		
Monday 29 June	Monday 22 June				
Monday 27 July	Monday 20 July				
Monday 28 September	Monday 21 September				
Monday 26 October	Monday 19 October				
Monday 23 November	Monday 16 November				