

Agenda: 25 February 2026
For the 145th Meeting of the Office for Legal Complaints

TIME: 09:00 – 15:00

Venue: LeO Leeds Hub

| Item | Timing | Item information | Paper number | Action | Sponsor |
|---------------------------------------|-------------------------------|--|--------------|----------|--|
| Board Meeting: Open session | | | | | |
| 1 | 09:00 – 09:15 (15 minutes) | Welcome attendees, apologies and declarations of interest. | n/a | Note | Elisabeth Davies |
| 2 | 09:15 – 10:45 (90 minutes) | 2026/27 Budget <ul style="list-style-type: none"> • Budget Acceptance Criteria | 145.1 | Approval | Phil Cain Steven Pearson David Peckham |
| 3 | 10:45 – 10:50 (5 minutes) | Redactions and non-disclosure report | 145.2 | Approval | Kay Kershaw |
| 10:50 (15 mins) | | Break | | | |
| Board Workshop: Closed session | | | | | |
| Item | Timing | Focus | | | Lead |
| 4 | 11:05 – 12:05 (60 minutes) | Engaging the Board in the 2025/26 Annual Report and Accounts <ul style="list-style-type: none"> • Recognising the necessity of duplication. • Questions for the Board on key messages, shape and tone of narrative • Setting out the next steps and timings | | | Laura Stroppolo Mike Harris |

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|-------------------------------|-------------------------------|---|---------------|
| 5 | 12:05– 12:35 (30 minutes) | Developing the 2027/30 OLC Strategy to include: <ul style="list-style-type: none"> • About the Strategy for the OLC – Context setting, grounding the discussion and clarifying the scope. • The core purpose of LeO? • Context and relationship with draft vision. • Red lines and agreeing the principles of the new Strategy. | PA Consulting |
| 12:35 – 13:35 (60 minutes) | | Lunch with staff | |
| 5 (cont.) | 13:35 – 14:50 (75 minutes) | Developing the 2027/30 OLC Strategy (continued) | PA Consulting |
| 6 | 14:50 – 15:00 (10 minutes) | AoB | |
| | 15:00 | Close | |

2026 Board and Committee Meeting Dates

| Date of meeting | Meeting Type | Papers to be issued | Office / MS Teams |
|------------------------|----------------|------------------------|-----------------------|
| Wednesday 28 January | Board Meeting | Wednesday 21 January | LeO office |
| Monday 9 February | ARAC Meeting | Monday 2 February | MS Teams |
| Wednesday 25 February | Board Workshop | Wednesday 18 February | LeO office |
| Friday 27 February | PIDCo Meeting | Tuesday 24 February | MS Teams |
| Thursday 12 March | RemCo Meeting | Thursday 5 March | MS Teams / LeO office |
| Wednesday 29 April | Board Meeting | Wednesday 22 April | LeO office |
| Monday 11 May | ARAC Meeting | Tuesday 5 May | MS Teams |
| Wednesday 20 May | PIDCo Meeting | Friday 15 May | MS Teams |
| Wednesday 17 June | ARAC Meeting | Wednesday 10 June | LeO office |
| Wednesday 17 June | Board Meeting | Wednesday 10 June | LeO office |
| Thursday 9 July | PSG Meeting | Monday 6 July | MS Teams |
| Wednesday 29 July | Board Meeting | Wednesday 22 July | LeO office |
| Wednesday 5 August | PIDCo Meeting | Friday 31 July | MS Teams |
| Tuesday 1 September | PSG Meeting | Thursday 27 August | MS Teams |
| Wednesday 23 September | Board Workshop | Wednesday 16 September | LeO office |
| Monday 19 October | ARAC Meeting | Monday 12 October | MS Teams |
| Wednesday 28 October | Board Meeting | Wednesday 21 October | LeO office |
| Wednesday 12 November | PIDCo Meeting | Friday 7 November | MS Teams |
| Wednesday 18 November | RemCo Meeting | Wednesday 11 November | MS Teams / LeO office |
| Tuesday 1 December | PSG Meeting | Thursday 26 November | MS Teams |
| Wednesday 16 December | Board Meeting | Wednesday 9 December | LeO office |

2027 Board and Committee Meeting Dates*

| Date of meeting | Meeting Type | Papers to be issued | Office / MS Teams |
|------------------------|----------------|------------------------|-----------------------|
| Wednesday 27 January | Board Meeting | Wednesday 20 January | LeO office |
| Friday 12 February | ARAC Meeting | Friday 5 February | MS Teams |
| Wednesday 24 February | Board Workshop | Wednesday 17 February | LeO office |
| Wednesday 17 March | RemCo Meeting | Wednesday 10 March | MS Teams / LeO office |
| Wednesday 28 April | Board Meeting | Wednesday 21 April | LeO office |
| Monday 17 May | ARAC Meeting | Monday 10 May | MS Teams |
| Wednesday 16 June | ARAC Meeting | Wednesday 9 June | LeO office |
| Wednesday 16 June | Board Meeting | Wednesday 9 June | LeO office |
| Wednesday 21 July | Board Meeting | Wednesday 14 July | LeO office |
| Wednesday 22 September | Board Workshop | Wednesday 15 September | LeO office |
| Monday 11 October | ARAC Meeting | Monday 4 October | MS Teams |
| Wednesday 27 October | Board Meeting | Wednesday 20 October | LeO office |
| Wednesday 24 November | RemCo Meeting | Wednesday 17 November | MS Teams / LeO office |
| Wednesday 15 December | Board Meeting | Wednesday 8 December | LeO office |

*2027 Dates for PIDCo and PSG meetings have not yet been confirmed