

LEGAL SERVICES COMMISSION STRATEGIC FRAMEWORK 2008 - 2010

Our most fundamental purposes

Our most fundamental goals are to protect the rights of legal consumers and promote high standards of conduct among lawyers and law firms.

Our core business

We will pursue our goals by:

- delivering an efficient and effective system for dealing with complaints; *
- commencing investigations on our own initiative when we have reason to believe lawyers or law firms have acted inappropriately;
- auditing incorporated legal practices to help them develop and maintain ethical workplace cultures;
- taking fair and timely regulatory or disciplinary action when lawyers and law firms have acted inappropriately; ^
- communicating what we learn as we go about our work, contributing to related policy discussion, and undertaking projects and research directed to helping lawyers and law firms deliver legal services to high ethical standards; and
- creating and maintaining a productive and motivating work environment.

Our values

We will be well informed, thorough, fair and accountable. We will be open, transparent, accessible and responsive. We value our independence but will be consultative in approach.

* we deal mainly with complaints about lawyers - both solicitors and barristers - but we also deal with complaints about law practice employees and in some limited circumstances other people too (but only in relation to offences under the *Legal Profession Act 2007* and breaches of the prohibition on touting or the restrictions on the advertising of personal injury services under the *Personal Injuries Proceedings Act 2002*). We can also deal with complaints about law firms if they are 'incorporated legal practices'.

^ we take regulatory or disciplinary action against lawyers in relation to unsatisfactory professional conduct or professional misconduct; against law practice employees for misconduct; and against incorporated legal practices, lawyers, law practice employees and others for offences under the *Legal Profession Act 2007* and breaches of the prohibition of touting and the restrictions on advertising of personal injury services under the *Personal Injuries Proceedings Act 2002*.