

Case study: Scottish Legal Services Ombudsman



“It was great to have such swift responses and clear guidance when we needed it. We've had some really positive feedback about the punchy format”.

Jane Irvine,
Scottish Legal Services Ombudsman

The Scottish Legal Services Ombudsman (SLSO) has the job of looking into complaints about the way a professional body (The Law Society of Scotland or The Faculty of Advocates) has handled a complaint against a practitioner.

The SLSO publishes a high-quality, high-profile annual report that is widely read throughout the legal profession and beyond.

The challenge

With a new Legal Services Ombudsman in post SLSO wanted to update the look and feel of their Annual Report. They needed to ensure that the publication would be accessible to a wide range of readers, with the use of colour and typeface complying with Disability Discrimination Act (DDA) standards.

The solution

After an initial meeting TSO implemented strict project management disciplines to ensure that the project was scoped and costed accurately.

Alongside commissioning updated photographs of the SLSO and her team, TSO worked to redesign the report, giving it a modern and innovative look and feel. Throughout this process particular attention was paid to typography and layout. This ensured that the finished document looked very different from standard annual reports, but was still easily accessible and digestible to it's diverse readership, as well as being attractive.

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In addition to supplying copies for the required laying at The Scottish Parliament, TSO undertook a specific mailing of the Annual Report on behalf of the SLSO. This was sent to a mixture of members of the Scottish Parliament, professional bodies and the public. TSO continues to supply customers with copies of this report through its customer services team, standing order department, sales outlets and online book store.

Service mix

TSO provides the SLSO with the following services:

- Photography
- Design
- Print management
- Advance distribution
- Warehousing and fulfillment
- Order-taking and customer service
- Bibliographics

Results

- An innovative solution incorporating an unusual design, led to an annual report which stood out from the crowd but remained accessible to its readers.
- The SLSO was pleased with the revamped document which was delivered on time and to budget.

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