

## **EXPLANATORY NOTE**

*(This note is not part of the Order)*

This Order specifies the maximum amount of any penalty that the Legal Services Complaints Commissioner may require a professional body to pay under section 52(3) of the Access to Justice Act 1999 for failing to submit an adequate plan for the handling of complaints or failing to handle complaints in accordance with any plan submitted. The maximum amount of any penalty is whichever is the lesser of £1,000,000 and 1 per cent. of the amount which is specified as the total income from all sources of the professional body in that body's most recent audited accounts.