

**BAR
STANDARDS
BOARD**

REGULATING BARRISTERS

Enforcement

Statistical Report 2014/15

Professional Conduct Committee
Professional Conduct Department

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Introduction

- 1.1 The Bar Standards Board publishes a Handbook with which barristers comply. Where there is evidence that the Handbook has been breached, the BSB will consider what action may be necessary by way of enforcement or otherwise. The work of enforcing the Handbook is carried out by the Professional Conduct Committee and Professional Conduct Department of the BSB. We investigate complaints and, where appropriate, take action against barristers who have breached their professional obligations as set out in the Handbook.
- 1.2 This Statistical Report accompanies the Enforcement Annual Report for 2014/15 and presents the statistical data collected between 1 April 2014 and 31 March 2015 concerning the new complaints that we received or raised, the caseload that we worked on throughout the year and the outcomes of this work. This data was extracted from our Case Management System (the 'Enforcement database') in May 2015. Where possible, figures for 2013/14 are also provided for comparison.
- 1.3 To gain further insight into our handling of complaints, we also carry out a User Feedback Survey. Upon the conclusion of cases, all complainants and barristers are sent a questionnaire and asked to provide feedback on how we did and how we can do better. We sent out 467 questionnaires in 2014/15 covering cases concluded between January and December 2014 and received 169 responses. The responses for each question on the survey are presented in this report.

Casework

- 2.1 The following tables provide statistical data for the 441 complaints we opened in 2014/15 and the 364 complaints we concluded. They also provide information on our overall caseload throughout the year. All figures represent numbers of complaints. For further analysis please refer to the Enforcement Annual Report for 2014/15 which is published on the BSB website.

Table 1 New complaints opened

Year	Quarter	External Complaints	Internal Complaints	Total Complaints
2013/14	1	76	45	121
2013/14	2	80	38	118
2013/14	3	69	20	89
2013/14	4	75	5	80
Total		300	108	408
2014/15	1	82	35	117
2014/15	2	78	40	118
2014/15	3	61	7	68
2014/15	4	76	62	138
Total		297	144	441

Notes

External: Complaints received from sources external to the BSB (such as members of the public or solicitors).

Internal: Complaints raised where the BSB itself identifies a potential breach of the Handbook.

Table 2

Sources of new complaints

Complainant Categories	2013/14	2014/15
Bar Standards Board	108	127
Barrister	15	38
Chambers Staff	4	0
Civil Litigant	94	75
Criminal - defendant	16	20
Criminal - defendant prisoner	9	6
Criminal - non-defendant	9	9
Family - ancillary relief	14	11
Family - child proceedings	18	20
Family - other	5	4
Immigration client	9	11
Judge (or official on his behalf)	1	4
Legal Ombudsman	11	23
Legal Services Commission/Legal Aid Agency	1	0
Non-Professional	20	5
Other	35	62
Public Access complaint	1	0
Solicitor(s)	16	13
Solicitor(s) - on behalf of lay client	9	1
Tribunal - employment	5	10
Tribunal - other	8	2
Total	408	441

Table 3

Aspects of new external complaints

Aspect	2013/14	2014/15
Dishonesty/discreditable conduct	152	130
Misleading the Court	98	88
Other	22	26
Rudeness/misbehaviour in Court	13	24
Rudeness/misbehaviour out of Court	25	21
Failure to co-operate with LeO	10	20
Discrimination	19	14
Conspiracy/Collusion	6	7
Conflict of interest	9	6
Making inappropriate media comments	0	5
HoC failing to administer chambers properly	9	4
Incompetence	9	4
Undue pressure to accept settlement/plead guilty	1	4
Not acting in the client's best interest	2	4
Accepting instructions when professionally embarrassed	5	3
Failure to manage practise competently	4	3
Inappropriately remaining in/or withdrawing from a case	4	3
Undue delay in dealing with papers	3	3
Breach of practice rules	1	2
Breach of public access rules	6	2
Conducting litigation when not authorised to do so	0	2
Failure to comply with a Court Order	3	2
Failure to follow instructions	1	2
Failure to preserve client confidentiality	2	2
Inappropriate contact with witnesses	1	2
Unregistered barrister holding out	7	2
Acting outside role as employed barrister	0	1
Acting outside role as self-employed barrister	4	1
Civil debt (including clerks) or bankruptcy	7	1
Disciplinary finding by other professional body	0	1
Failure to co-operate with BSB	0	1
Fee dispute	7	1
Inappropriately drafting pleadings	7	1
Management of lay client's affairs	1	1
Misbehaviour in/debt to Chambers/other barristers	0	1
Practising without a practising certificate	5	1
Receipt of gifts/inappropriate payments/handling client	0	1
Acting uninstructed	2	0
Breach of legal aid regulations	1	0

Notes

“Aspects” describe the allegations made in a complaint. A complaint may have multiple different aspects.

Table 4

Aspects of new internal complaints

Aspect	2013/14	2014/15
Practising without a practising certificate	40	49
Dishonesty/discreditable conduct	15	38
Failure to act appropriately towards pupil	3	17
Failure to renew practising certificate	3	15
Criminal conviction(s) - drink driving	1	9
Criminal conviction(s) - other	11	8
Failure to comply with Supervision - CPD	0	7
Failure to comply with a sentence of a tribunal/panel	8	6
Disciplinary finding by other professional body	1	4
Breach of public access rules	3	3
Failure to co-operate with BSB	1	3
Failure to report criminal charges or convictions	3	3
Other	7	3
Failure to complete Authorisation to Practice	1	2
Failure to manage practise competently	0	2
Failure to report serious misconduct - self	0	2
Not acting in the client's best interest	0	2
Receipt of gifts/inappropriate payments/handling client	0	2
Acting outside role as self-employed barrister	0	1
Breach of practice rules	0	1
Civil debt (including clerks) or bankruptcy	0	1
Conducting litigation when not authorised to do so	0	1
Failing to register or have insurance with BMIF	2	1
Failure to comply with a Court Order	0	1
Failure to comply with DBC	0	1
Failure to comply with Supervision - Other	0	1
Failure to preserve client confidentiality	0	1
Failure to report bankruptcy/IVA	1	1
False declarations on Call	0	1
HoC failing to administer chambers properly	7	1
Inappropriately remaining in/or withdrawing from a case	0	1
Misbehaviour in/debt to Chambers/other barristers	0	1
Misleading the Court	4	1
Rudeness/misbehaviour in Court	0	1
Rudeness/misbehaviour out of Court	0	1
Unregistered barrister holding out	5	1
Conflict of interest	1	0
Failure to comply with CPD requirements	7	0
Failure to pay administrative fine	8	0
Failure to respond to BSB communications	3	0

Notes

“Aspects” describe the allegations made in a complaint. A complaint may have multiple different aspects.

Table 5

Caseload statistics

Year	Quarter	Caseload at End of Quarter	Live Complaints	On Hold or Adjudged Complaints
2013/14	1	282	207	75
2013/14	2	270	183	87
2013/14	3	249	161	88
2013/14	4	223	126	97
2014/15	1	263	160	103
2014/15	2	288	191	97
2014/15	3	273	189	84
2014/15	4	310	228	82

Notes

Caseload at End of Quarter: The total number of cases that were either live or on hold/adjudged at the end of each quarter.

Live Complaints: The number of complaints that were live at the end of each quarter.

On Hold or Adjudged Complaints: The number of complaints that were on hold or adjudged at the end of each quarter.

Table 6**Decision sources for closed complaints**

Decision Source	2013/14	2014/15
Chambers Referral	11	8
Determination by Consent	17	11
Directions Judge	6	10
Disciplinary Tribunal	78	53
Experienced Members of the Professional Conduct Committee	36	9
Office Holders of the Professional Conduct Committee	3	1
Other	26	4
Professional Conduct Department Staff	250	219
Professional Conduct Committee	74	49
Total	501	364

Table 7

Stages at which external complaints were closed

Closure Stage	2013/14	2014/15
LeO Pre-investigation	11	6
Referred to Chambers	12	8
Preliminary Assessment	194	178
Pre-Investigation	8	2
Closed without investigation	225	194
Investigation	9	11
Professional Conduct Committee	61	37
Closed after investigation	70	48
Determination by Consent	2	2
Disciplinary Tribunal	30	31
Closed after referral to disciplinary action	32	33

Table 8

Stages at which internal complaints were closed

Closure Stage	2013/14	2014/15
Pre-Investigation	14	0
Closed without investigation	14	0
Investigation	75	32
Professional Conduct Committee	8	9
Closed after investigation	83	41
Determination by Consent	17	12
Disciplinary Tribunal	60	36
Closed after referral to disciplinary action	77	48

Table 9

Final outcomes of external complaints

Decision Source	2013/14	2014/15
Closed without investigation	211	187
Closed/Rejected	2	6
Withdrawn	7	3
Dismissed	196	173
Other	6	5
Closed after investigation	70	48
Withdrawn	1	0
Dismissed	65	48
Administrative Warning/Fine	4	0
Determination by Consent	2	2
Proved/Upheld	2	2
Disciplinary Tribunal	28	31
Withdrawn/Struck Out/No Evidence Offered	4	8
Dismissed	1	7
NFA	1	0
Proved/Upheld	22	16
Total	311	268

Notes

The outcomes listed are the final outcomes of complaints. Where complaints were reopened, only the final outcome is listed, not any interim decisions.

All administrative warnings and fines in 2013/14 were issued under paragraph 901.1 of the 8th Edition Code of Conduct. For external complaints, there were no Administrative Sanctions issued under the BSB Handbook in 2013/14 or 2014/15.

Table 10

Final outcomes of internal complaints

Decision Source	2013/14	2014/15
Closed without investigation	14	0
Withdrawn	12	0
Dismissed	1	0
Other	1	0
Closed after investigation	80	41
Withdrawn	3	1
Dismissed	71	27
Administrative Warning/Fine	5	12
Other	1	1
Determination by Consent	17	12
Withdrawn	1	1
Dismissed	1	2
Proved/Upheld	15	9
Disciplinary Tribunal	60	36
Withdrawn/Struck Out/No Evidence Offered	7	3
Dismissed	2	2
Proved/Upheld	51	30
Other	0	1
Total	171	89

Notes

The outcomes listed are the final outcomes of complaints. Where complaints were reopened, only the final outcome is listed, not any interim decisions.

All administrative warnings and fines issued in 2013/14 and one of the warnings in 2014/15 were issued under paragraph 901.1 of the 8th Edition Code of Conduct. Eleven of the twelve administrative warnings and fines issued in 2014/15 were Administrative Sanctions issued under the BSB Handbook.

Table 11**Sentences imposed in complaints upheld at disciplinary action**

Sentence	2013/14	2014/15
Advised as to Future Conduct	2	3
Attend on nominated person for advice	1	1
Attend on nominated person to be reprimanded	1	0
Complete CPD	4	1
Disbarred	21	16
Fined	34	21
No Further Action	2	1
No separate penalty	11	0
Other	2	1
Prohibited from Accepting Public Access Instructions	0	3
Reprimanded	27	16
Suspended	20	18
Total Complaints Upheld	90	57

Notes

The figures listed are numbers of complaints rather than the number of barristers who were subject to these sanctions. Individual barristers may have had multiple complaints against them.

Thirteen individual barristers were disbarred in 2014/15.

Seventeen individual barristers were disbarred in 2013/14.

Table 12

Charges upheld at disciplinary action

Charge	2013/14	2014/15
301(a)(i) Being dishonest or otherwise discreditable	26	14
301(a)(iii) Acting in a manner likely to bring prof into disrepute	15	11
905(d) Failing to respond promptly to a complaint	15	7
905(b) Failing to report criminal charges or convictions	2	7
905(f) Failing to comply with a sentence of a tribunal	10	5
202(c) Failure to renew practising certificate	8	5
Other Breach of duties	0	5
Other Failure to comply with other provision of Code	5	4
rC64.2 Failing to comply with a decision or sentence of BSB/BTAS panel	0	3
rC64.1 Failing to provide information to BSB promptly	0	3
202(b) Failure to complete CPD	7	2
202 Holding out-Failure to comply with practising requirements	3	2
701(a) Failing to act courteously/competently or wasting court	3	2
302 Knowingly or recklessly misleading the court	2	2
905(a) Failing to respond promptly to enquiries about practice	2	2
902 False declarations on Call or subsequently	1	2
401(a)(iii) Failure to comply with the Public Access Rules	1	2
rS6 Carrying out reserved legal activity without authorisation	0	2
rC65 Failing to report (general)	0	2
401(a) Acting uninstructed	0	2
401(b) Undertaking work inappropriate to self-employed barrister	0	2
406.1 Failure to pay fees to another barrister	0	2
901.2 Failing to pay non-disciplinary fine	7	1
301(a)(ii) Acting in a manner prejudicial to admin of justice	5	1
403 Failing to administer practice properly	3	1
901.4 Failure to comply with practising requirements following w/f	1	1
610 Returning instructions in inappropriate circumstances	0	1
201 Practising without a practising certificate	0	1
rC8 Undermining honesty, integrity or independence in public eyes	0	1
603 Accepting instructions when professionally embarrassed	3	0
608 Inappropriately failing to withdraw from a case	2	0
905(c) Failing to report promptly bankruptcy proceedings	2	0
708 Failing to act appropriately towards the court	1	0
301 General	1	0

Notes

The figures listed are numbers of cases upheld following a Disciplinary Tribunal or the Determination by Consent procedure. Within a case the barrister may have breached the same paragraph of the Code of Conduct multiple times.

Performance

Key Performance Indicator

- 3.1 Our Key Performance Indicator (KPI) tracks how long it takes us to come to a decision on whether or not to refer complaints for disciplinary action. Here the results are accompanied by our three “operational” performance indicators (OPIs) against which we track how long it takes us to assess and investigate complaints. For further analysis please refer to the Enforcement Annual Report for 2014/15 published on the BSB website.

Table 13 Key Performance Indicator

<i>The percentage of complaints concluded or referred to disciplinary action within service standards</i>	2013/14	2014/15	Target (2014/15)
Annual Performance	76.9%	68.7%	80%
First Quarter	81.6%	78.5%	80%
Second Quarter	78.8%	79.6%	80%
Third Quarter	67.1%	74.7%	80%
Fourth Quarter	77.9%	44.3%	80%

Notes

The target in 2013/14 was to conclude or refer to disciplinary action 75% of complaints within service standard.

Table 14 First OPI: Initial assessment

<i>The percentage of complaints concluded or referred to investigation within 8 weeks</i>	2013/14	2014/15	Target (2014/15)
Annual Performance	73.6%	65.0%	80%
First Quarter	79.2%	83.1%	80%
Second Quarter	67.7%	80.7%	80%
Third Quarter	67.2%	70.5%	80%
Fourth Quarter	80.8%	35.1%	80%

Table 15**Second OPI: Investigation of external complaints**

<i>The percentage of external complaints concluded or referred to disciplinary action within 8 months following investigation</i>	2013/14	2014/15	Target (2014/15)
Annual Performance	83.3%	83.6%	80%
First Quarter	81.8%	57.1%	80%
Second Quarter	93.3%	90.5%	80%
Third Quarter	78.9%	93.8%	80%
Fourth Quarter	82.4%	86.4%	80%

Notes

The target in 2013/14 was to conclude or refer to disciplinary action 70% of investigated external complaints within service standard.

Table 16**Third OPI: Investigation of internal complaints**

<i>The percentage of internal complaints concluded or referred to disciplinary action within 5 months following investigation</i>	2013/14	2014/15	Target (2014/15)
Annual Performance	84.0%	75.3%	80%
First Quarter	87.5%	62.5%	80%
Second Quarter	94.4%	77.1%	80%
Third Quarter	68.8%	81.0%	80%
Fourth Quarter	68.4%	77.8%	80%

3.2 Table 17 provides figures for the percentage of complaints concluded or referred to disciplinary action within 6 months. We monitor this figure to enable us to benchmark ourselves against other regulators – many of which publish figures at the 6 month mark.

Table 17 Information for comparison with other regulators

<i>The percentage of complaints concluded or referred to disciplinary action within 6 months</i>	2013/14	2014/15	Target
Annual Performance	87.2%	85.3%	N/A
First Quarter	90.4%	81.5%	N/A
Second Quarter	92.3%	83.7%	N/A
Third Quarter	78.8%	89.3%	N/A
Fourth Quarter	85.3%	86.4%	N/A

Notes

Targets are not set as the six month limit does not reflect our complaints processes.

User Feedback Survey

- 3.3 The following tables provide the responses to the questions on our User Feedback Survey for 2014/15. We sent out 467 questionnaires to barristers and complainants with recent experience of our enforcement processes and received 169 responses. As the response rate varies depending on whether complaints were closed without investigation, closed after investigation or referred to disciplinary action – and this outcome has a significant impact on the responses to certain questions – responses have been weighted according to the outcome of the complaints to ensure that the results reflect the overall population of complainants and barristers subject to complaints.
- 3.4 For further analysis please refer to the Enforcement Annual Report for 2014/15 published on the BSB website.

Table 18 User Feedback Survey response rates

Survey Recipient	Outcome of Case	Surveys Sent	Responses Received	Response Rate
Barristers	Closed without investigation	153	65	42.5%
	Closed following investigation	76	21	27.6%
	Disciplinary action	41	8	19.5%
	Total	270	94	34.8%
Complainants	Closed without investigation	138	48	34.8%
	Closed following investigation	32	15	46.9%
	Disciplinary action	27	12	44.4%
	Total	197	75	38.1%

Accessibility

Table 19 How did you FIRST find out about the Bar Standards Board's complaints procedure?

Response	Complainants	Barristers
Solicitor	11.2%	-
Bar Council/Bar Standards Board	9.5%	-
Legal Ombudsman	7.2%	-
Law Society	0.0%	-
Barrister	6.8%	-
Chambers	3.0%	-
Internet	32.2%	-
In Legal Profession	11.7%	-
Advice Centre	1.5%	-
Friend/relative	9.4%	-
Can't remember	2.7%	-
Other	5.0%	-

Table 20 Before making your complaint, did you seek advice or assistance by telephone from the Professional Conduct Department?

Response	Complainants	Barristers
Yes	34.1%	-
No	60.2%	-
Can't remember	5.6%	-

Table 21 If YES, were you able to speak to someone about your query?

Response	Complainants	Barristers
Yes	93.4%	-
No	6.6%	-
Can't remember	0.0%	-

Table 22**How satisfied were you with the assistance or advice that you received?**

Response	Complainants	Barristers
Very Satisfied	39.9%	-
Satisfied	25.0%	-
Neither satisfied nor dissatisfied	22.7%	-
Dissatisfied	3.4%	-
Very Dissatisfied	9.1%	-

Table 23**Making a complaint to the Bar Standards Board was easy**

Response	Complainants	Barristers
Strongly agree	20.0%	-
Agree	44.8%	-
Neither agree nor disagree	15.4%	-
Disagree	11.2%	-
Strongly disagree	8.6%	-

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 24**The complaints form was easy to fill in**

Response	Complainants	Barristers
Strongly agree	13.8%	-
Agree	53.7%	-
Neither agree nor disagree	21.1%	-
Disagree	7.0%	-
Strongly disagree	4.4%	-

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 25**Information about the Bar Standards Board's complaints procedure was easy to obtain**

Response	Complainants	Barristers
Strongly agree	16.8%	24.6%
Agree	49.2%	47.4%
Neither agree nor disagree	19.7%	22.9%
Disagree	8.5%	3.0%
Strongly disagree	5.9%	2.1%

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 26**The Bar Standards Board's procedures for handling my complaint were made clear to me**

Response	Complainants	Barristers
Strongly agree	12.4%	23.6%
Agree	45.2%	43.1%
Neither agree nor disagree	21.8%	17.9%
Disagree	11.8%	11.9%
Strongly disagree	8.9%	3.5%

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 27**The Bar Standards Board's letters were clear and easy to understand**

Response	Complainants	Barristers
Strongly agree	19.5%	32.9%
Agree	41.8%	55.2%
Neither agree nor disagree	18.4%	5.4%
Disagree	10.0%	1.4%
Strongly disagree	10.3%	5.2%

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 28**The Bar Standards Board's emails were clear and easy to understand**

Response	Complainants	Barristers
Strongly agree	17.6%	27.7%
Agree	40.6%	52.6%
Neither agree nor disagree	28.5%	15.4%
Disagree	6.5%	0.0%
Strongly disagree	6.9%	4.3%

Notes

Survey recipients were asked to say how strongly they agreed or disagreed with this statement

Table 29**Did you receive any leaflets on the Bar Standards Board's complaints procedure?**

Response	Complainants	Barristers
Yes	56.1%	26.3%
No	27.3%	36.7%
Can't remember	16.6%	37.0%

Table 30**If YES, did you find the leaflets to be easy to understand and informative?**

Response	Complainants	Barristers
Yes	87.5%	82.6%
No	12.5%	17.4%

Table 31**Did you look for information about the complaints procedure on the Bar Standards Board's website?**

Response	Complainants	Barristers
Yes	69.3%	40.3%
No	26.2%	54.3%
Can't remember	4.5%	5.4%

Table 32**If YES, were you able to find the information you were looking for?**

Response	Complainants	Barristers
Yes	71.8%	74.0%
Not Easily	21.3%	26.0%
No	6.9%	0.0%

Staff Performance

Table 33 Staff performance: Being helpful

Response	Complainants	Barristers
Excellent	13.8%	40.2%
Good	35.4%	42.0%
Average	25.2%	12.0%
Poor	10.4%	0.0%
Very poor	15.2%	5.9%

Notes

Survey recipients were asked to rate their experience of the BSB staff in this area

Table 34 Staff performance: Being polite and professional

Response	Complainants	Barristers
Excellent	20.2%	50.0%
Good	45.5%	37.1%
Average	24.5%	7.2%
Poor	3.3%	1.2%
Very poor	6.5%	4.4%

Notes

Survey recipients were asked to rate their experience of the BSB staff in this area

Table 35**Staff performance: Handling my calls**

Response	Complainants	Barristers
Excellent	13.8%	33.4%
Good	42.1%	41.4%
Average	28.5%	18.2%
Poor	7.3%	2.3%
Very poor	8.3%	4.8%

Notes

Survey recipients were asked to rate their experience of the BSB staff in this area

Table 36**Staff performance: Answering any queries**

Response	Complainants	Barristers
Excellent	12.4%	32.1%
Good	31.7%	45.6%
Average	24.0%	14.0%
Poor	14.9%	1.5%
Very poor	17.0%	6.8%

Notes

Survey recipients were asked to rate their experience of the BSB staff in this area

Table 37**Staff performance: Providing information about the progress of my case without me having to ask**

Response	Complainants	Barristers
Excellent	10.5%	37.2%
Good	24.5%	36.1%
Average	25.9%	11.3%
Poor	13.7%	4.5%
Very poor	25.4%	10.8%

Notes

Survey recipients were asked to rate their experience of the BSB staff in this area

Table 38**How would you rate your overall experience of the Bar Standards Board's staff?**

Response	Complainants	Barristers
Excellent	12.1%	36.1%
Good	30.6%	45.8%
Average	28.0%	11.8%
Poor	6.5%	1.6%
Very poor	22.8%	4.8%

Notes

This question is designed to summarise the staff performance section of the survey

Timeliness/Efficiency

Table 39 Time taken to: Acknowledge my complaint / Notify me of the complaint

Response	Complainants	Barristers
Very satisfied	24.9%	35.1%
Satisfied	50.9%	47.7%
Neither satisfied nor dissatisfied	12.9%	8.0%
Dissatisfied	3.5%	4.4%
Very dissatisfied	7.8%	4.9%

Notes

Survey recipients were asked to indicate how satisfied they were with the time taken by the Bar Standards Board in this area

Table 40 Time taken to: Respond to my telephone calls

Response	Complainants	Barristers
Very satisfied	21.0%	35.1%
Satisfied	34.2%	33.1%
Neither satisfied nor dissatisfied	25.8%	21.9%
Dissatisfied	10.0%	1.5%
Very dissatisfied	8.9%	8.5%

Notes

Survey recipients were asked to indicate how satisfied they were with the time taken by the Bar Standards Board in this area

Table 41**Time taken to: Respond to my emails**

Response	Complainants	Barristers
Very satisfied	21.2%	30.4%
Satisfied	36.9%	32.9%
Neither satisfied nor dissatisfied	17.5%	21.8%
Dissatisfied	12.7%	6.8%
Very dissatisfied	11.7%	8.2%

Notes

Survey recipients were asked to indicate how satisfied they were with the time taken by the Bar Standards Board in this area

Table 42**Time taken to: Respond to my letters/faxes**

Response	Complainants	Barristers
Very satisfied	21.7%	30.4%
Satisfied	32.3%	33.4%
Neither satisfied nor dissatisfied	21.1%	21.3%
Dissatisfied	16.0%	9.0%
Very dissatisfied	8.9%	6.0%

Notes

Survey recipients were asked to indicate how satisfied they were with the time taken by the Bar Standards Board in this area

Table 43**Time taken to: Come to a final decision on my complaint**

Response	Complainants	Barristers
Very satisfied	12.5%	32.3%
Satisfied	16.9%	33.3%
Neither satisfied nor dissatisfied	20.3%	13.0%
Dissatisfied	8.9%	10.7%
Very dissatisfied	41.3%	10.8%

Notes

Survey recipients were asked to indicate how satisfied they were with the time taken by the Bar Standards Board in this area

Table 44**How satisfied were you generally with the time taken by the Bar Standards Board to handle your complaint?**

Response	Complainants	Barristers
Very satisfied	10.5%	28.9%
Satisfied	29.0%	35.8%
Neither satisfied nor dissatisfied	20.2%	11.4%
Dissatisfied	7.8%	13.0%
Very dissatisfied	32.5%	10.9%

Notes

This question is designed to summarise the timeliness/efficiency section of the survey

Transparency/Openness

Table 45

The Bar Standards Board made it clear what they could and could not do about my complaint

Response	Complainants	Barristers
Strongly agree	10.6%	-
Agree	36.2%	-
Neither agree nor disagree	23.7%	-
Disagree	17.5%	-
Strongly disagree	12.1%	-

Notes

Survey recipients were asked to indicate how strongly they agree or disagree with this statement

Table 46

The Bar Standards Board considered all of the evidence relating to my complaint

Response	Complainants	Barristers
Strongly agree	6.6%	41.3%
Agree	17.8%	33.9%
Neither agree nor disagree	19.9%	9.7%
Disagree	16.8%	1.0%
Strongly disagree	38.9%	14.2%

Notes

Survey recipients were asked to indicate how strongly they agree or disagree with this statement

Table 47**I was given adequate opportunity to put forward my case**

Response	Complainants	Barristers
Strongly agree	7.9%	39.2%
Agree	30.0%	37.4%
Neither agree nor disagree	16.7%	14.6%
Disagree	15.5%	2.1%
Strongly disagree	29.9%	6.6%

Notes

Survey recipients were asked to indicate how strongly they agree or disagree with this statement

Table 48**The reasons for the final outcome were clear**

Response	Complainants	Barristers
Strongly agree	10.7%	50.0%
Agree	17.6%	34.5%
Neither agree nor disagree	13.0%	5.8%
Disagree	12.1%	3.3%
Strongly disagree	46.6%	6.4%

Notes

Survey recipients were asked to indicate how strongly they agree or disagree with this statement

Table 49**Overall, would you agree that the Bar Standards Board's complaints process is open and fair?**

Response	Complainants	Barristers
Strongly agree	8.1%	38.7%
Agree	17.4%	41.7%
Neither agree nor disagree	11.6%	8.7%
Disagree	20.3%	3.7%
Strongly disagree	42.7%	7.2%

Notes

This question is designed to summarise the transparency/openness section of the survey

Disciplinary Action

- 3.5 This following question was only sent to barristers and complainants whose cases had been referred to disciplinary action.

Table 50 Do you think that the outcome of the hearing was fair?

Response	Complainants	Barristers
Yes	33.3%	80.0%
No	66.7%	20.0%

Quality of Service

Table 51 How satisfied were you generally with the final outcome of your complaint?

Response	Complainants	Barristers
Very satisfied	3.8%	56.5%
Satisfied	7.1%	29.5%
Neither satisfied nor dissatisfied	13.7%	4.0%
Dissatisfied	9.6%	3.5%
Very dissatisfied	65.8%	6.5%

Table 52 Leaving aside the final outcome, how satisfied were you with the way in which the Bar Standards Board handled your complaint?

Response	Complainants	Barristers
Very satisfied	7.8%	38.9%
Satisfied	21.1%	29.8%
Neither satisfied nor dissatisfied	19.2%	11.8%
Dissatisfied	19.8%	11.4%
Very dissatisfied	32.1%	8.2%