

BAR
STANDARDS
BOARD

REGULATING BARRISTERS

Enforcement

Statistical Report 2013/14

Professional Conduct Committee
Professional Conduct Department

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Introduction

- 1.1 The Bar Standards Board publishes a Handbook that barristers must keep to, and will consider taking action where there is evidence that the Handbook has been breached. 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 2013/14 and presents the statistical data collected between 1 April 2013 and 31 March 2014 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 2014. Where possible, figures for 2012/13 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 554 questionnaires in 2013/14 covering cases concluded between January and December 2013 and received 199 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 408 complaints we opened in 2013/14 and the 499 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 2013/14 published on the BSB website.

Table 1 New complaints opened

Year	Quarter	External Complaints	Internal Complaints	Total Complaints
2012/13	1	79	21	100
2012/13	2	79	43	122
2012/13	3	80	52	132
2012/13	4	78	59	137
Total		316	175	491
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

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	2012/13	2013/14
Bar Standards Board	173	108
Barrister	24	15
Chambers Staff	1	4
Civil Litigant	107	94
Criminal - defendant	12	16
Criminal - defendant prisoner	16	9
Criminal - non-defendant	8	9
Family - ancillary relief	18	14
Family - child proceedings	20	18
Family - other	2	5
Immigration client	21	9
Judge (or official on his behalf)	5	1
Legal Ombudsman	4	11
Legal Services Commission/Legal Aid Agency	0	1
Non-Professional	14	20
Other	30	35
Public Access complaint	0	1
Solicitor(s)	29	16
Solicitor(s) - on behalf of lay client	7	9
Tribunal - employment	-	5
Tribunal - other	-	8
Total	491	408

Notes

The two 'Tribunal' categories were not in use in 2012/13.

Table 3

Aspects of new external complaints

Aspect	2012/13	2013/14
Dishonesty/discreditable conduct	148	151
Misleading the Court	80	98
Rudeness/misbehaviour out of Court	26	25
Other	37	21
Discrimination	26	19
Rudeness/misbehaviour in Court	22	13
Failure to co-operate with LeO	5	10
HoC failing to administer chambers properly	21	9
Incompetence	15	9
Conflict of interest	2	9
Unregistered barrister holding out	13	7
Fee dispute	7	7
Inappropriately drafting pleadings	5	7
Conspiracy/Collusion	11	6
Breach of public access rules	4	6
Civil debt (including clerks) or bankruptcy	2	6
Practising without a practising certificate	3	5
Accepting instructions when professionally embarrassed	1	5
Inappropriately remaining in/or withdrawing from a case	4	4
Acting outside role as self-employed barrister	1	4
Failure to manage practise competently	1	4
Undue delay in dealing with papers	14	3
Failure to comply with a Court Order	7	3
Not acting in the client's best interest	18	2
Failure to preserve client confidentiality	6	2
Acting uninstructed	4	2
Failure to follow instructions	6	1
Inappropriate contact with witnesses	3	1
Management of lay client's affairs	1	1
Undue pressure to accept settlement/plead guilty	1	1
Breach of legal aid regulations	0	1
Breach of practice rules	0	1
Negligence	5	0
Failure to comply with Withdrawal of Credit Scheme	2	0
Failure to respond to BSB communications	2	0
Acting outside role as employed barrister	1	0
Failure to act appropriately towards pupil	1	0
False declarations on Call	1	0
Making inappropriate media comments	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	2012/13	2013/14
Practising without a practising certificate	44	40
Dishonesty/discreditable conduct	17	15
Criminal conviction(s) - other	15	11
Failure to pay administrative fine	32	8
Failure to comply with a sentence of a tribunal/panel	4	8
Other	19	7
HoC failing to administer chambers properly	1	7
Failure to comply with CPD requirements	52	6
Unregistered barrister holding out	11	5
Failure to respond to BSB communications	8	4
Misleading the Court	2	4
Failure to report criminal charges or convictions	6	3
Breach of public access rules	3	3
Failure to renew practising certificate	3	3
Failure to act appropriately towards pupil	0	3
Failing to register or have insurance with BMIF	2	2
Criminal conviction(s) - drink driving	9	1
Disciplinary finding by other professional body	8	1
Failure to report bankruptcy/IVA	2	1
Conflict of interest	0	1
Failure to complete Authorisation to Practice	0	1
Late compliance with CPD requirements	0	1
Civil debt (including clerks) or bankruptcy	2	0
Failure to respond to Chambers Monitoring	2	0
Rudeness/misbehaviour in Court	1	0
Accepting instructions when professionally embarrassed	1	0
Acting outside role as self-employed barrister	1	0
Failure to manage practise competently	1	0
Failure to preserve client confidentiality	1	0
False declarations on Call	1	0

Notes

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

Table 5

Caseload statistics

Year	Quarter	Active Cases	Cases Closed	Cases Referred to Disciplinary Action
2012/13	1	450	127	27
2012/13	2	446	142	18
2012/13	3	438	149	33
2012/13	4	432	132	37
2013/14	1	426	144	21
2013/14	2	402	132	13
2013/14	3	362	113	12
2013/14	4	334	110	18

Notes

Active Cases: The total number of cases that were either live or adjourned during the quarter

Cases Closed: The combined total of cases closed without investigation, closed after investigation and closed after a referral to disciplinary action

Disciplinary Action: The combined total of referrals to Disciplinary Tribunals and the Determination by Consent procedure

Table 6

Decisions sources for closed complaints

Decision Source	2012/13	2013/14
Chambers Referral	13	11
Determination by Consent	25	17
Directions Judge	8	6
Disciplinary Tribunal	76	77
Experienced Members of the Professional Conduct Committee	63	36
Office Holders of the Professional Conduct Committee	3	3
Other	25	26
Professional Conduct Department Staff	245	249
Professional Conduct Committee	92	74
Total	550	499

Table 7

Stages at which external complaints were closed

Closure Stage	2012/13	2013/14
LeO Pre-investigation	5	11
Referred to Chambers	13	12
Preliminary Assessment	198	194
Pre-Investigation	2	8
Closed without investigation	218	225
Investigation	10	9
Professional Conduct Committee	82	61
Closed after investigation	92	70
Determination by Consent	0	2
Disciplinary Tribunal	25	29
Closed after referral to disciplinary action	25	31

Table 8

Stages at which internal complaints were closed

Closure Stage	2012/13	2013/14
Pre-Investigation	7	14
Closed without investigation	7	14
Investigation	99	74
Professional Conduct Committee	18	8
Closed after investigation	117	82
Determination by Consent	25	17
Disciplinary Tribunal	66	60
Closed after referral to disciplinary action	91	77

Table 9

Final outcomes of external complaints

Decision Source	2012/13	2013/14
Closed without investigation	208	214
Closed/Rejected	3	2
Withdrawn	4	7
Dismissed	190	199
Administrative Warning/Fine	1	0
Other	10	6
Closed after investigation	91	70
Withdrawn	4	1
Dismissed	81	65
Administrative Warning/Fine	6	4
Determination by Consent	0	2
Proved/Upheld	0	2
Disciplinary Tribunal	25	29
Withdrawn/Struck Out/No Evidence Offered	12	4
Dismissed	2	1
NFA	0	1
Proved/Upheld	11	23
Total	324	315

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 were issued under paragraph 901.1 of the 8th Edition Code of Conduct. There were no Administrative Sanctions issued under the BSB Handbook in 2013/14.

Table 10 **Final outcomes of internal complaints**

Decision Source	2012/13	2013/14
Closed without investigation	7	14
Withdrawn	6	12
Dismissed	1	1
Other	0	1
Closed after investigation	117	80
Withdrawn	8	3
Dismissed	101	70
NFA	2	0
Administrative Warning/Fine	6	6
Other	0	1
Determination by Consent	25	17
Withdrawn	0	1
Dismissed	0	1
Proved/Upheld	25	15
Disciplinary Tribunal	66	60
Withdrawn/Struck Out/No Evidence Offered	7	7
Dismissed	8	2
Proved/Upheld	51	51
Total	215	171

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 were issued under paragraph 901.1 of the 8th Edition Code of Conduct. There were no Administrative Sanctions issued under the BSB Handbook in 2013/14.

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

Sentence	2012/13	2013/14
Advised as to Future Conduct	17	2
Attend on nominated person for advice	0	1
Attend on nominated person to be reprimanded	0	1
Complete CPD	8	4
Disbarred	13	23
Fined	43	36
No Further Action	3	2
No separate penalty	3	11
Other	3	3
Pay practising certificate fee	3	0
Prohibited from Accepting Public Access Instructions	1	0
Reprimanded	34	27
Suspended	8	20
Total Complaints Upheld	87	91

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.

Nineteen individual barristers were disbarred in 2013/14.

Eleven individual barristers were disbarred in 2012/13.

Table 12

Charges upheld at disciplinary action

Charge	2012/13	2013/14
301(a)(i) Being dishonest or otherwise discreditable	29	26
301(a)(iii) Acting in a manner likely to bring profession into disrepute	10	16
905(d) Failing to respond promptly to a complaint	19	15
905(f) Failing to comply with a sentence of a tribunal	1	10
202(c) Failure to renew practising certificate	15	8
202(b) Failure to complete CPD	15	7
901.2 Failing to pay non-disciplinary fine	10	7
301(a)(ii) Acting in a manner prejudicial to admin of justice	2	5
Other Failure to comply with other provision of Code	2	5
402 Failing to register or have insurance with BMIF	2	4
202 Holding out-Failure to comply with practising requirements	3	3
302 Knowingly or recklessly misleading the court	2	3
403 Failing to administer practice properly	1	3
603 Accepting instructions when professionally embarrassed	1	3
701(a) Failing to act courteously/competently or wasting court	0	3
905(b) Failing to report criminal charges or convictions	4	2
905(c) Failing to report promptly bankruptcy proceedings	3	2
404 HoC - failing to administer chambers properly	0	2
608 Inappropriately failing to withdraw from a case	0	2
905(a) Failing to respond promptly to enquiries about practice	0	2
704 Devising/drafting pleadings based on facts not supported	3	1
301 General	1	1
708 Failing to act appropriately towards the court	1	1
902 False declarations on Call or subsequently	1	1
207 Acting in a dual capacity without complying with 207	0	1
304 Failure to comply with any duty imposed under AJA 1999	0	1
401(a)(iii) Failure to comply with the Public Access Rules	0	1
702 Failing to preserve confidentiality	0	1
901.4 Failure to comply with practising req following w/f	0	1
Reg 8 (PC regs) Failing to pay second instalment of PCF	2	0
201 Practising without a practising certificate	1	0
204 Failure to comply with insurance requirements	1	0
701(e) Failing to inform client that can't complete work w/in	1	0
901.6 Repeated breach of 901.1 provisions.	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 2013/14 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>	2012/13	2013/14	Target (2013/14)
Annual Performance	64.0%	76.7%	75%
First Quarter	63.2%	81.6%	75%
Second Quarter	52.1%	78.8%	75%
Third Quarter	64.0%	66.3%	75%
Fourth Quarter	76.5%	77.9%	75%

Notes

There were no targets in 2012/13 as this was the first year of reporting against performance indicators.

Table 14 First OPI: Initial assessment

<i>The percentage of complaints concluded or referred to investigation within 8 weeks</i>	2012/13	2013/14	Target (2013/14)
Annual Performance	68.1%	73.8%	80%
First Quarter	68.4%	80.0%	80%
Second Quarter	54.2%	67.7%	80%
Third Quarter	70.0%	67.2%	80%
Fourth Quarter	82.8%	80.8%	80%

Notes

There were no targets in 2012/13 as this was the first year of reporting against performance indicators.

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>	2012/13	2013/14	Target (2013/14)
Annual Performance	53.9%	83.3%	70%
First Quarter	36.8%	81.8%	70%
Second Quarter	48.0%	93.3%	70%
Third Quarter	55.6%	78.9%	70%
Fourth Quarter	63.6%	82.4%	70%

Notes

There were no targets in 2012/13 as this was the first year of reporting against performance indicators.

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>	2012/13	2013/14	Target (2013/14)
Annual Performance	71.1%	83.3%	80%
First Quarter	66.7%	87.5%	80%
Second Quarter	65.9%	94.4%	80%
Third Quarter	64.8%	64.7%	80%
Fourth Quarter	87.2%	68.4%	80%

Notes

There were no targets in 2012/13 as this was the first year of reporting against performance indicators.

- 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>	2012/13	2013/14	Target
Annual Performance	74.9%	87.0%	N/A
First Quarter	76.1%	90.4%	N/A
Second Quarter	71.4%	92.3%	N/A
Third Quarter	75.5%	77.9%	N/A
Fourth Quarter	76.5%	85.3%	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 2013/14. We sent out 554 questionnaires to barristers and complainants with recent experience of our enforcement processes and received 199 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 2013/14 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	141	58	41.1%
	Closed following investigation	152	47	30.9%
	Disciplinary action	53	15	28.3%
	Total	346	120	34.7%
Complainants	Closed without investigation	130	40	30.8%
	Closed following investigation	59	25	42.4%
	Disciplinary action	19	14	73.7%
	Total	208	79	38.0%

Accessibility

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

Response	Complainants	Barristers
Solicitor	6.6%	-
BC/BSB	13.1%	-
LeO	5.1%	-
Law Society	6.1%	-
Barrister	0.7%	-
Chambers	2.5%	-
Internet	28.5%	-
In Legal Profession	12.3%	-
Advice Centre	3.0%	-
Friend/relative	3.8%	-
Can't remember	10.1%	-
Other	8.1%	-

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

Response	Complainants	Barristers
Yes	37.0%	-
No	57.8%	-
Can't remember	5.2%	-

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

Response	Complainants	Barristers
Yes	96.6%	-
No	3.4%	-
Can't remember	0.0%	-

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

Response	Complainants	Barristers
Very Satisfied	36.4%	-
Satisfied	25.1%	-
Neither satisfied nor dissatisfied	18.6%	-
Dissatisfied	0.0%	-
Very Dissatisfied	19.9%	-

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

Response	Complainants	Barristers
Strongly agree	14.9%	-
Agree	48.2%	-
Neither agree nor disagree	22.7%	-
Disagree	7.4%	-
Strongly disagree	6.9%	-

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	13.4%	-
Agree	55.9%	-
Neither agree nor disagree	20.1%	-
Disagree	5.3%	-
Strongly disagree	5.3%	-

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	18.4%	17.3%
Agree	49.1%	53.2%
Neither agree nor disagree	21.3%	19.2%
Disagree	4.7%	8.3%
Strongly disagree	6.4%	2.0%

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	8.2%	21.3%
Agree	47.0%	55.1%
Neither agree nor disagree	26.2%	11.8%
Disagree	7.4%	9.9%
Strongly disagree	11.2%	1.9%

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	21.5%	31.3%
Agree	43.7%	54.2%
Neither agree nor disagree	17.5%	5.4%
Disagree	3.5%	8.4%
Strongly disagree	13.8%	0.7%

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	24.9%	25.7%
Agree	41.5%	49.7%
Neither agree nor disagree	21.7%	17.5%
Disagree	0.0%	6.4%
Strongly disagree	11.9%	0.8%

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	35.3%	36.4%
No	32.6%	34.6%
Can't remember	32.1%	29.0%

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

Response	Complainants	Barristers
Yes	94.7%	95.2%
No	5.3%	4.8%

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

Response	Complainants	Barristers
Yes	71.3%	45.5%
No	18.6%	44.0%
Can't remember	10.2%	10.6%

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

Response	Complainants	Barristers
Yes	60.2%	80.9%
Not Easily	37.3%	16.8%
No	2.5%	2.3%

Staff Performance

Table 33 Staff performance: Being helpful

Response	Complainants	Barristers
Excellent	34.7%	43.9%
Good	17.3%	36.0%
Average	23.1%	16.9%
Poor	7.9%	2.3%
Very poor	17.0%	0.9%

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	42.7%	53.4%
Good	24.8%	29.6%
Average	20.8%	13.5%
Poor	2.0%	3.6%
Very poor	9.6%	0.0%

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	31.1%	41.8%
Good	32.7%	38.5%
Average	24.5%	13.2%
Poor	1.8%	6.5%
Very poor	9.8%	0.0%

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	25.6%	42.1%
Good	22.8%	32.9%
Average	23.1%	15.8%
Poor	14.0%	5.4%
Very poor	14.6%	3.8%

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	22.7%	33.7%
Good	19.3%	27.8%
Average	18.5%	21.9%
Poor	11.8%	8.8%
Very poor	27.7%	7.8%

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	16.8%	34.0%
Good	33.6%	42.4%
Average	17.8%	16.6%
Poor	4.7%	3.8%
Very poor	27.1%	3.1%

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	36.7%	30.3%
Satisfied	28.9%	31.7%
Neither satisfied nor dissatisfied	16.0%	22.7%
Dissatisfied	10.0%	5.9%
Very dissatisfied	8.3%	9.5%

Notes

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

Table 40 Time taken to: Respond to my telephone calls

Response	Complainants	Barristers
Very satisfied	26.0%	29.7%
Satisfied	28.3%	30.3%
Neither satisfied nor dissatisfied	18.0%	18.4%
Dissatisfied	12.3%	3.5%
Very dissatisfied	15.4%	18.1%

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	21.1%	26.9%
Satisfied	37.2%	30.4%
Neither satisfied nor dissatisfied	12.8%	23.3%
Dissatisfied	16.3%	5.8%
Very dissatisfied	12.5%	13.6%

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	22.3%	22.7%
Satisfied	36.9%	30.7%
Neither satisfied nor dissatisfied	12.1%	29.3%
Dissatisfied	18.3%	2.6%
Very dissatisfied	10.3%	14.7%

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	14.9%	24.7%
Satisfied	16.9%	29.8%
Neither satisfied nor dissatisfied	17.5%	20.4%
Dissatisfied	3.8%	9.7%
Very dissatisfied	47.0%	15.5%

Notes

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

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

Response	Complainants	Barristers
Very satisfied	11.3%	22.4%
Satisfied	29.5%	32.5%
Neither satisfied nor dissatisfied	14.0%	19.4%
Dissatisfied	14.0%	7.4%
Very dissatisfied	31.3%	18.3%

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	16.2%	-
Agree	34.4%	-
Neither agree nor disagree	19.4%	-
Disagree	13.0%	-
Strongly disagree	17.0%	-

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	9.0%	40.7%
Agree	24.2%	38.2%
Neither agree nor disagree	15.0%	13.7%
Disagree	8.5%	1.9%
Strongly disagree	43.3%	5.5%

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	12.4%	35.7%
Agree	38.9%	35.4%
Neither agree nor disagree	13.4%	16.5%
Disagree	9.3%	4.6%
Strongly disagree	26.1%	7.8%

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	10.4%	45.5%
Agree	24.5%	40.5%
Neither agree nor disagree	10.1%	4.1%
Disagree	11.1%	7.2%
Strongly disagree	44.0%	2.6%

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	9.6%	28.1%
Agree	23.6%	43.7%
Neither agree nor disagree	13.9%	15.6%
Disagree	5.3%	7.9%
Strongly disagree	47.5%	4.8%

Notes

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

Disciplinary Action

- 3.5 This section of questions was only sent to barristers and complainants whose cases had been referred to disciplinary action.

Table 50 Hearing rating: Accessibility of the venue

Response	Complainants	Barristers
Excellent	0.0%	20.0%
Good	100.0%	60.0%
Average	0.0%	20.0%
Poor	0.0%	0.0%
Very poor	0.0%	0.0%

Notes

Survey recipients were asked to rate this area if they attended the hearing

Table 51 Hearing rating: Suitability of the venue

Response	Complainants	Barristers
Excellent	33.3%	20.0%
Good	33.3%	60.0%
Average	33.3%	20.0%
Poor	0.0%	0.0%
Very poor	0.0%	0.0%

Notes

Survey recipients were asked to rate this area if they attended the hearing

Table 52 **Hearing rating: Facilities at the venue**

Response	Complainants	Barristers
Excellent	33.3%	20.0%
Good	33.3%	20.0%
Average	0.0%	40.0%
Poor	33.3%	20.0%
Very poor	0.0%	0.0%

Notes

Survey recipients were asked to rate this area if they attended the hearing

Table 53 **Hearing rating: Helpfulness of the staff**

Response	Complainants	Barristers
Excellent	100.0%	60.0%
Good	0.0%	20.0%
Average	0.0%	20.0%
Poor	0.0%	0.0%
Very poor	0.0%	0.0%

Notes

Survey recipients were asked to rate this area if they attended the hearing

Table 54 **Do you think that the outcome of the hearing was fair?**

Response	Complainants	Barristers
Yes	66.7%	87.5%
No	33.3%	12.5%

Quality of Service

Table 55 How satisfied were you generally with the final outcome of your complaint?

Response	Complainants	Barristers
Very satisfied	2.9%	42.1%
Satisfied	10.7%	44.6%
Neither satisfied nor dissatisfied	8.1%	6.8%
Dissatisfied	19.4%	4.6%
Very dissatisfied	58.8%	2.0%

Table 56 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	14.1%	28.7%
Satisfied	25.6%	35.9%
Neither satisfied nor dissatisfied	16.9%	10.6%
Dissatisfied	19.0%	13.8%
Very dissatisfied	24.4%	10.9%