

## Summary of BSB complaints 2011/12 and 2012/13

### External complainants (by year case was opened)

Aspect Description	2011/12	% of Complaints	2012/13	% of Complaints	+/-
Dishonesty/discreditable conduct	155	50.3%	147	46.4%	-5.2%
Misleading the Court	96	31.2%	79	24.9%	-17.7%
Other	35	11.4%	34	10.7%	-2.9%
Rudeness/misbehaviour out of Court	41	13.3%	26	8.2%	-36.6%
Discrimination	9	2.9%	26	8.2%	+188.9%
Rudeness/misbehaviour in Court	28	9.1%	22	6.9%	-21.4%
HoC failing to administer chambers properly	7	2.3%	21	6.6%	+200.0%
Not acting in the client's best interest	4	1.3%	18	5.7%	+350.0%
Incompetence	11	3.6%	15	4.7%	+36.4%
Other Aspects	75	24.4%	97	30.6%	+29.3%
<b>Total Complaints</b>	<b>308</b>		<b>317</b>		

### Internal complainants (by year case was opened)

Aspect Description	2011/12	% of Complaints	2012/13	% of Complaints	+/-
Failure to comply with CPD requirements	37	11.6%	52	29.9%	+40.5%
Practising without a practising certificate	7	2.2%	44	25.3%	+528.6%
Failure to pay non-disciplinary fine	42	13.1%	32	18.4%	-23.8%
Other	3	0.9%	19	10.9%	+533.3%
Dishonesty/discreditable conduct	85	26.6%	15	8.6%	-82.4%
Criminal convictions(s) - other	9	2.8%	15	8.6%	+66.7%
Non-practising barrister holding out	16	5.0%	11	6.3%	-31.3%
Criminal convictions(s) - drink driving	11	3.4%	9	5.2%	-18.2%
Disciplinary finding by other professional body	4	1.3%	8	4.6%	+100.0%
Other Aspects	164	51.3%	38	21.8%	-76.8%
<b>Total Complaints</b>	<b>320</b>		<b>174</b>		

## Charges (by year case was referred to disciplinary action)

Charge Description	2011/12	% of Complaints	2012/13	% of Complaints	+/-
301(a)(i) Being dishonest or otherwise discreditable	40	25.8%	29	25.0%	-27.5%
301(a)(iii) Acting in a manner likely to bring prof into disrepute	22	14.2%	23	19.8%	+4.5%
905(d) Failing to respond promptly to a complaint	16	10.3%	19	16.4%	+18.8%
202(b) Failure to complete CPD	19	12.3%	16	13.8%	-15.8%
901.2 Failing to pay non-disciplinary fine	15	9.7%	14	12.1%	-6.7%
905(f) Failing to comply with a sentence of a tribunal	4	2.6%	8	6.9%	+100.0%
Other Failure to comply with other provision of Code	2	1.3%	8	6.9%	+300.0%
202(c) Failure to renew practising certificate	43	27.7%	6	5.2%	-86.0%
302 Knowingly or recklessly misleading the court	4	2.6%	5	4.3%	+25.0%
Other Charges	42	27.1%	31	26.7%	-26.2%
<b>Total Complaints</b>	<b>155</b>		<b>116</b>		