



BSB First-Tier Complaints Data Collection Requirements – Notes

Context

1. This document provides additional notes to the profession on what first-tier complaints (FTC) data needs to be collected, as part of the new BSB FTC Handbook rules and arrangements which came into effect on 15 June 2026.
2. The BSB FTC data collection [policy statement](#) sets out the data collection requirements and what data are required. This note provides additional useful information to assist barristers, chambers and BSB entities with data collection.
3. The first data collection exercise is to take place at least a year after June 2026. The data will be collected via a new form on our existing MyBar platform. Chambers and BSB entities will be able to enter complaints data for all associated barristers and members. Sole practitioners will also need to collect and submit any complaints within scope.
4. Ahead of the first data collection exercise, the BSB will continue engagement with stakeholders to develop further user guides for the profession on how to use the new forms on MyBar.

Data Collection Fields

5. A first-tier complaint that falls within scope ¹ requires the collection of the following data sets. These are for complaints that for instance, have been closed/resolved, and/or referred to the Legal Ombudsman. They do not apply to ongoing complaints that are yet to be closed.
 - a. **Complaint received date:** When the client made the initial complaint.

¹ A first-tier complaint is one that may be made by a client to the barrister, chambers or BSB entity about their services. The data in scope of data collection requirements is set out in the BSB FTC Data Collection policy statement, which is available here: <https://www.barstandardsboard.org.uk/static/f1df0135-c2d0-4a6c-a8db1210468a0c01/Bar-Standards-Board-first-tier-complaints-data-policy-statement.pdf>.

- b. **Complaint acknowledged date:** When you acknowledged the complaint.
- c. **Funding type:** How was the case funded? Was it privately funded, by legal aid, or by another way?
- d. **Classification of the instruction:** Whether via solicitor, insurer, union, public access, and others, for instance accountants, licensed access.
- e. **Area of law:** What was the broad area of law for the case? This is in line with the categories the BSB uses in the annual authorisation to practise process. They are:
 - i. Admiralty
 - ii. Arbitrator or umpire or mediator
 - iii. Chancery contentious
 - iv. Chancery non-contentious
 - v. Commercial and Financial Services
 - vi. Competition
 - vii. Construction
 - viii. Crime
 - ix. Defamation
 - x. Employment
 - xi. European
 - xii. Family - children
 - xiii. Family - other
 - xiv. Immigration
 - xv. Insolvency
 - xvi. Intellectual property
 - xvii. International
 - xviii. Landlord & tenant (non-residential)
 - xix. Landlord & tenant (residential)
 - xx. Licensing
 - xxi. Other common law
 - xxii. Personal injury
 - xxiii. Planning
 - xxiv. Professional discipline
 - xxv. Professional negligence
 - xxvi. Public Law
 - xxvii. Revenue
 - xxviii. None
 - xxix. Other: if the case does not fit the above categories, record the broad category, which you will be able to submit in free text in the new upcoming MyBar system.

- f. **Complaint category/reason:** You will need to record the reason for the complaint. The categories below are broadly aligned with the way the Legal Ombudsman classifies complaints, with some minor adjustments. Record the category that best matches the complaint reason. If none of the categories are suitable, you may record the reason within your own systems and submit it using a free text option which will be available in the new MyBar system when submitting the data. The categories are:
- i. Costs information deficiency (relating to issues around advice and formats/information provided about costs)
 - ii. Cost excessive (issues relating to the costs of services provided)
 - iii. Delays (issues around service/advice delays)
 - iv. Poor information (lack of clarity or sufficiency of information provided to client)
 - v. Failure to follow instructions (not adhering to client instructions)
 - vi. Failure to keep informed (lack of communication to client)
 - vii. Failure to respond (lack of response to client)
 - viii. Miscellaneous (free text, to capture other complaint reasons)
- g. Case outcome, if case concluded.
- h. Whether advice sought from Bar Mutual – this will be yes/no entry.
- i. Complaint closure details:
- i. Date closed
 - ii. Reason for closure:
 1. Upheld
 2. Partially upheld
 3. Not upheld
 4. Withdrawn by client
 5. Referred to the Legal Ombudsman
(if known)
 - iii. Remedy/resolution details (a short summary here will suffice)
- j. When the complaint is closed (for any reason), you will need to check with the client the below questions and record a yes/no response. You can also record a short summary of the reasoning given behind the client response, although that is not mandatory – which you will be able to submit in a free-text option in the new MyBar form.
- i. Whether the complaint was resolved to the client's satisfaction

ii. Whether the client was satisfied with the way you handled the complaint

6. If you wish to record any additional information in the above data fields, you may do so, as you will have the option to add additional notes in the upcoming new MyBar forms.

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Bar Standards Board