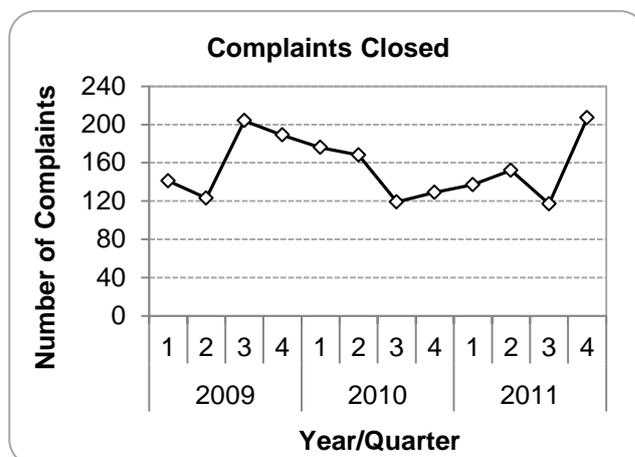
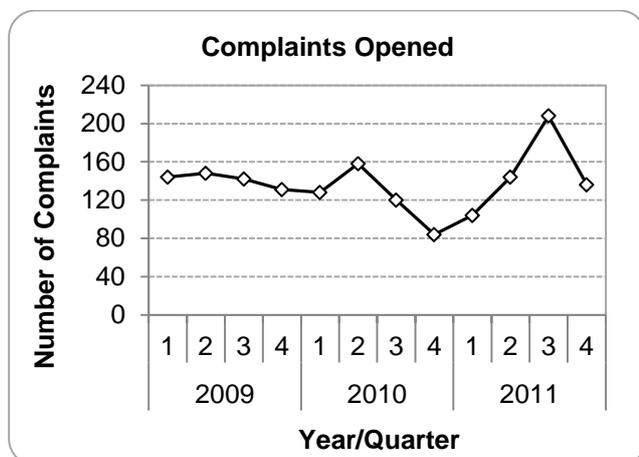


## Overview of General Trends

Including Comparisons with Previous Year



Complaint Volumes		Comparison with 2010	
Active complaints at start of year	391	↓	466
New complaints opened	592	↑	490
➤ Legal Ombudsman referrals	33	–	–
Complaints reopened	17	↓	27
Complaints closed	613	↔	592
Active complaints at end of year	387	↔	391

Performance & Outcomes		Comparison with 2010	
Referrals to DBC or Disciplinary Tribunal	174	↑	135
➤ Referred within 6 months of the complaint being opened	59%	↓	63%
Disciplinary Tribunals resulting in a finding	84%	↓	93%
Complaints resulting in disbarment	14	↑	9
Dismissals without a referral to disciplinary action	355	↑	308
➤ Percentage of all complaints closed	60%	↑	53%
➤ Closed within 6 months of the complaint being opened	71%	↔	70%