

## Diversity Report: User Feedback Survey

11/06/2013

### Data Sources

Barrister respondents

2009 (Cases closed January to September)

2010 (Cases closed January to December)

2011 (Cases closed July to December)

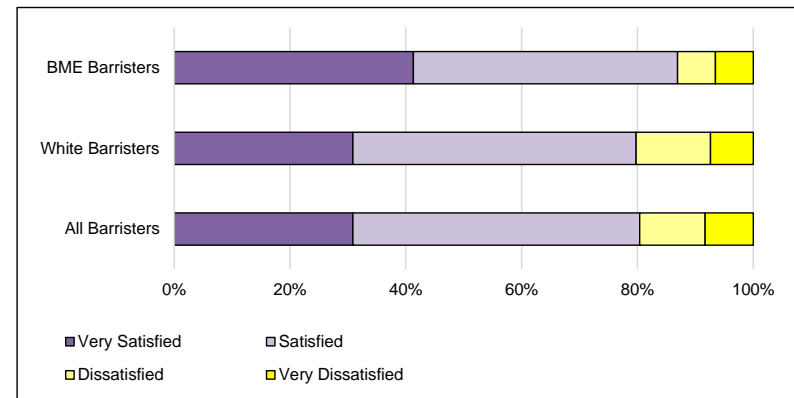
2012 (Cases closed January to December)

Survey questions were revised after the 2010 survey

### 2009 & 2010 Combined Results

**Question:** Thinking about the way in which the Bar Standards Board handled the complaint overall, please could you indicate how satisfied you were with the general level of service:

Response	All Barristers	Percentage of All Respondents	White Barristers	Percentage of White Respondents	BME Barristers	Percentage of BME Respondents
Very Satisfied	104	30.9%	84	30.9%	19	41.3%
Satisfied	167	49.6%	133	48.9%	21	45.7%
Dissatisfied	38	11.3%	35	12.9%	3	6.5%
Very Dissatisfied	28	8.3%	20	7.4%	3	6.5%
No Response	24		14		1	



### 2011 & 2012 Combined Results

**Question:** Leaving aside the final outcome, how satisfied were you with the way in which the Bar Standards Board handled the complaint?

Response	All Barristers	Percentage of All Respondents	White Barristers	Percentage of White Respondents	BME Barristers	Percentage of BME Respondents
Very Satisfied	76	33.5%	61	36.1%	5	22.7%
Satisfied	83	36.6%	65	38.5%	10	45.5%
Neither satisfied nor dissatisfied	28	12.3%	22	13.0%	3	13.6%
Dissatisfied	16	7.0%	9	5.3%	2	9.1%
Very Dissatisfied	24	10.6%	12	7.1%	2	9.1%
No Response	9		4		0	

