



# Transparency Rules Evaluation: Impact on Consumers Technical Appendix

July 2022

If you would like this report in an alternative format, please contact the BSB Research Team at [research@barstandardsboard.org.uk](mailto:research@barstandardsboard.org.uk)



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## Appendix 1 - Transparency Rules

There are mandatory rules on price, service and redress transparency for all self-employed barristers, chambers and BSB entities, who must comply by providing information about price, service and redress on all their websites (this includes any individual websites which barristers operate separately to their chambers' website). If you do not have a website, you must comply by ensuring the required information is readily available in alternative format. The mandatory rules require you to:

- state that professional, licensed access and/or lay clients (as appropriate) may contact an individual barrister, chambers or BSB entity to obtain a quotation for legal services;
- provide contact details;
- state an individual barrister's, chambers' or BSB entity's most commonly used pricing models for legal services, such as fixed fee or hourly rate;
- state the areas of practice in which an individual barrister, chambers or BSB entity most commonly provides legal services;
- state and provide a description of the barrister's, chambers' or BSB entity's most commonly provided legal services;
- provide information about the factors which might influence the timescales of the barrister's, chambers' or BSB entity's most commonly provided legal services;
- display the appropriate "regulated by the Bar Standards Board" text on the homepage: for sole practitioners, "regulated by the Bar Standards Board", for chambers, "barristers regulated by the Bar Standards Board" and for BSB entities, "authorised and regulated by the Bar Standards Board";
- display information about the complaints procedure, any right to complain to the Legal Ombudsman (LeO), how to complain to the LeO, and any time limits for making a complaint;
- link to the decision data on the LeO's website; and
- link to the Barristers' Register page on our website.

The required information must be sufficiently accessible and prominent on websites, accurate and up to date and (whether or not you have a website) readily available in hard copy format. All professional e-mail and letterheads must also display the appropriate "regulated by the Bar Standards Board" text.

### Additional transparency Rules for Public Access Work

If any barristers practising from a chambers are undertaking Public Access work, or if a BSB entity is supplying legal services directly to the public, websites must link to (or you must provide in alternative format) the Public Access Guidance for Lay Clients on the BSB's website. If you provide the Public Access services listed in the current version of the BSB's price transparency policy statement then, in certain circumstances, you must also comply with additional transparency rules in relation to those services. The relevant Public Access services are:

- Employment Tribunal cases (advice and representation for employers and employees);
- Financial disputes arising out of divorce;
- Immigration appeals (First-tier Tribunal);
- Inheritance Act advices;
- Licensing applications in relation to business premises;
- Personal injury claims;
- Summary only motoring offences (advice and representation for defendants); and
- Winding-up petitions.

If you provide these Public Access services then, in certain circumstances set out in the policy statement, the rules require you to:

- state pricing model(s), such as fixed fee or hourly rate;
- state indicative fees and the circumstances in which they may vary;
- state whether fees include VAT (where applicable);
- state likely additional costs, what they cover and either the cost or, if this can only be estimated, the typical range of costs; and
- state and provide a description of the relevant Public Access services, including a concise statement of the key stages and an indicative timescale for the key stages.

A sole practitioner will need to provide price information in relation to themselves as an individual barrister; chambers will need to provide price information either in relation to (1) individual barristers, or (2) barristers in chambers in the form of ranges or average fees; and a BSB entity will need to provide price information in relation to the entity.



## Appendix 2 - Regulatory Return Transparency Questions

### **Are you compliant with the price, service and redress transparency rules?**

#### *Relevant rules and guidance*

Rules C103 and C159-169 of the BSB Handbook set out the information that you must provide to clients directly or via your website in order to meet the price, service and redress transparency rules, which came into force on 1 July 2019.

Guidance on the rules is available on our website.

#### *Why are we asking this question?*

It is just over a year since the Bar transparency rules came into force. The rules were introduced to improve the information available to the public before they engage the services of a barrister by helping consumers understand the price and service they will receive, what redress is available, and the regulatory status of their provider.

Earlier this year, we carried out a review to assess the progress made so far by the profession in implementing the rules. 75% of those assessed during our review were found to be either compliant or partially compliant, which represents good progress but there is more work to be done to ensure that everyone is compliant.

Your response will help us to assess the extent to which the Bar is now fully compliant with the rules.

#### *Guidance to assist with your response*

If we were in contact with you as part of the review earlier this year and you were assessed as compliant, you simply need to say that in your response.

If we were in contact with you as part of the review earlier this year and you were assessed as partially compliant or non-compliant, please tell us if you have addressed the areas of non-compliance in the feedback that we gave you and are now compliant.

If we have been not in contact with you on this subject, it means that you were not part of the sample that we reviewed. Before you respond to this question, please look at our report on the common themes that emerged from the review, in conjunction with our guidance, and take another look at the information you are providing to check whether it is compliant with the rules.

### **What changes have you made in response to the new transparency rules, and what (if any) impact have you observed since these changes have been introduced?**

#### *Relevant rules and guidance*

Rules C103 and C159-169 of the BSB Handbook set out the information that you must provide to clients directly or via your website in order to meet the price, service and redress transparency rules, which came into force on 1 July 2019.

Guidance on the rules is available on our website.

*Why are we asking this question?*

Your response, when combined with responses from others, will help us to evaluate the impact that the new rules have had, both within chambers/BSB entities and on consumer understanding. It will also help us to evaluate how easy or difficult it has been for the Bar to comply with the rules.

*Guidance to assist with your response*

Your response should address the following:

- Any challenges or barriers that you faced implementing or complying with the rules.
- How useful you found the BSB information and guidance about the new rules.
- Any positive or negative impacts on your chambers that you have noted.
- Any positive or negative impacts on clients or prospective clients that you have noted.

## Appendix 3 - Legal Needs Survey Questions

### Screening

*Screening Questions were used to identify the sample, rather than being used in the actual analysis for this report.*

**[Legalissues\_1] Since January 2020, have you experienced or done any of the following? Please select all that apply**

- <1>Bought/sold a house
- <2>Re Mortgaged current property/Transfer of equity
- <3>Divorce/dissolution of civil partnerships
- <4>Dealt with the estate of a deceased relative (probate/estate management)
- <5>Had a consumer problem (e.g. faulty goods from a store, hire purchase agreements etc.)
- <6>Made a will
- <7>Got into debt/money problems
- <8>Been injured at work
- <9>Involved in a road traffic accident
- <10>Other personal injury that was not your fault (for example, tripped on broken pavement)
- <11>Mental health issues (unsatisfactory treatment in care/hospital, difficulties obtaining a discharge)
- <12>Adopted, tried to adopt or fostered a child, or applied to become an approved foster carer
- <13>Experienced any problems or disputes to do with you or your children's school education (e.g. concerning choice of school, special needs, unfair exclusion or bullying)
- <14>None of these

**[Legalissues\_2] And which of these legal needs or issues have you experienced since January 2020? Please select all that apply**

- <1>Problems with a landlord
- <2>Dealt with a planning application
- <3>Had problems with a tenant/ squatters
- <4>Had my home reposessed/ faced eviction from a rented property
- <5>Other problems with a property I own (e.g. problems concerning communal repairs, boundaries, access, or damage caused by a problem on adjoining land)
- <19> Had any other problems or disputes concerning a property you rent (e.g. unsafe living conditions, getting repairs or maintenance, harassment, getting a deposit back, or problems/disputes concerning your rental agreement)
- <6>Disputes with neighbours (e.g. regular and excessive noise, threats, violence, damage to your property or garden, or other vandalism)
- <7>Problems following a relationship breakdown (including contact with children and residence)
- <8>Had problems getting the right welfare benefits, tax benefits, pensions and student loans

- <9>Discrimination
- <10>Been arrested
- <11>Children (e.g. care proceedings, adoption, problems with children's schooling)
- <12>Immigration Problem
- <13>Domestic violence
- <14>Homelessness (being homeless or threatened with being homeless)
- <15>Been treated badly by the police
- <16>Problem with employer (e.g. problems over pay, redundancy, unfair dismissal etc.)
- <17>Clinical negligence (injury or health problems after treatment from medical professional)
- <18>Parking fines that were incorrect/unfair
- <99 fixed xor >None of these

[respondents removed if Legalissues\_1 is not any of (1,2,3,4,6,12,13) and Legalissues\_2 is not any of (7,10,11,12,13,15)]

#Base: all

**[L5] When did your issue start?**

Month & Year

**[L7] Is the issue ongoing or done with?**

- <1> Ongoing
- <2> Too early to say
- <3> Done with - issue persists, but everybody has permanently given up trying to resolve it
- <4> Done with - issue is resolved

#Base: all whose issue is resolved

**[L8] And when did your issue conclude?**

Month & Year

## **Main Survey**

*Questions from this section were matched with respondents from the 2019 survey who had experienced the same legal issues as those targetted in the 2021 survey, and had been asked the equivalent questions about the actions they took to deal with them.*

#Base: all

**[L2] Thinking about \$q\_priority1 as a whole..Please consider a scale of 1 to 10, where 1 represents the least serious type of issue you could face and 10 represents the most serious.What number best represents the seriousness of your issue?**

(Allows one selection)

[1] 1 - the least serious

[2] 2

[3] 3

[4] 4

[5] 5

[6] 6

[7] 7

[8] 8

[9] 9

[10] 10 - the most serious

**[L6] To what extent do you agree or disagree with the following statements about \$q\_priority1? At the time the issue first started ...**

[1] Strongly agree [2] Mainly agree [3] Mainly disagree [4] Strongly disagree

[L6\_1] I understood my legal rights and responsibilities

[L6\_4] I thought it would be easy to deal with the issue on my own

**[L21\_new] Please do not include advice you found on the internet/ media (e.g. articles, webpages). You can include online conversations (e.g. messaging or emailing a bank/ advice service) In dealing with \$q\_priority1, did you at any time think about, try, or successfully obtain information, advice or other assistance from the following people?**

[1] Didn't think about getting help from [2] Thought about getting help from, but didn't try

[3] Tried to get help from, but wasn't successful [4] Successfully got help from

[L21\_new\_1] Family / friends

[L21\_new\_2] Council advice service/ Trading standards

[L21\_new\_6] Citizens Advice Bureau/ other advice service (incl. charities)

[L21\_new\_7] Law Centre

[L21\_new\_9] Solicitor

[L21\_new\_10] Barrister

[L21\_new\_11] Licensed conveyancer

[L21\_new\_12] Other lawyer (e.g. notary, accountant doing probate, patent attorney, trademark attorney, immigration adviser, costs lawyer, legal executive etc.)

**[L21a\_new] In dealing with \$q\_priority1, did you at any time think about, try, or successfully obtain information, advice or other assistance from the following people? Please do not include information from the Internet or media**

[1] Didn't think about getting help from [2] Thought about getting help from, but didn't try

[3] Tried to get help from, but wasn't successful [4] Successfully got help from

[L21a\_new\_17] Accountant/financial adviser

[L21a\_new\_21] Another type of professional (e.g. doctor, social worker)

[L21a\_new\_22] Your employer

[L21a\_new\_23] Regulator (e.g. Ofcom, Ofwat, Financial Conduct Authority, Solicitors



Regulation Authority)

[L21a\_new\_28] Another person or organisation

#Base: all who got help from friends / family members

**[L22c] You said you got help from friends/ family members. Is that person any of the following types of professional adviser?**

(Allows one selection)

[1] A solicitor

[2] A barrister

[3] A licensed conveyancer

[5] An advice service professional (e.g. Citizens Advice, Law Centre, etc.)

[6] An accountant

[4] Other lawyer

[7] Other financial service

[8] Other professional

[977] Don't know

[944] Not applicable - they were not a professional adviser

#Base: all who got help from a barrister

**[L30] You said you got help from a barrister...Did a solicitor/ another adviser instruct this barrister or did you go directly to the barrister?**

(Allows one selection)

[1] Instructed by a solicitor/other adviser

[2] Went direct to barrister

[977] Don't know/ can't recall

## **GOT PROF HELP - BARRISTER**

*Questions from this section were matched with respondents from the 2019 survey who used a barrister as their MAIN advisor, and therefore had been asked the equivalent questions about their use of a barrister.*

#Base: all who got help from a barrister

**[L32\_month\_first] As a reminder, you said you got help from a barrister to deal with [issue]... And when did you contact your barrister?**

Month & year

**[A2] As a reminder, you said you got help from a barrister to deal with [issue]... When choosing your barrister, which of the following factors were important? (Please select all that apply)**

(Allows multiple selections)

- [1] Cost
- [3] Skills and experience
- [4] Provider's reputation or brand
- [7] Speed of dealing with issue
- [9] Being a regulated professional
- [10] Independence / confidentiality of advice
- [12] Having an independent complaints procedure
- [13] 

Indemnity insurance to compensate financial lossInsurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes.
- [14] Having access to alternative dispute resolution in case things go wrong (e.g. ombudsman services)
- [15] Convenience (e.g. location, ease of appointment)
- [16] Recommendation from another professional advisor (e.g. solicitor)
- [21] Other
- [966] None of these
- [977] Don't know/ can't recall

**[A3] When choosing your barrister, did you do any of the following? (Please select all that apply)**

(Allows multiple selections)

- [1] Search for services
- [2] Search for prices
- [3] Search for reviews
- [4] Use cost comparison site(s)
- [5] Research specific advice services (e.g. solicitors' firm websites)
- [6] Ask for suggestions on where to go
- [7] Obtain prices
- [8] Obtain details of services
- [12] Other
- [966] None of these
- [977] Don't know/ can't recall

#Base: all who did not search for prices when choosing their barrister

**[QH3\_MA] You said you didn't search for prices when choosing your barrister... Why didn't you find out about the potential costs of advice or assistance?**

(Allows one selection)

- [1] I assumed the cost would be too high so did not investigate further
- [2] I looked but could not find the information on costs I wanted
- [3] Other
- [4] Don't know

#Base: all who did each of the following

**[A4] How easy or difficult was it to do the following?**

[1] Very easy [2] Quite easy [3] Quite difficult [4] Very difficult

[A4\_1] Search for services

[A4\_2] Search for prices

[A4\_3] Search for reviews

[A4\_4] Use cost comparison site(s)

[A4\_5] Research specific advice services

[A4\_6] Ask for suggestions on where to go

[A4\_7] Obtain prices

[A4\_8] Obtain details of services

[A4\_12] \$A3\_other

#Base: all who got help from a barrister & got details

**[A5] Approximately how many services did you obtain details of?**

(Allows one selection)

[1] One

[2] Between 2 and 3

[3] Between 4 and 10

[4] More than 10

[5] Don't know / Can't remember

#Base: all who got prices or quotations

**[A6] Approximately how many services did you obtain prices for or quotations from?**

(Allows one selection)

[1] One

[2] Between 2 and 3

[3] Between 4 and 10

[4] More than 10

[5] Don't know / Can't remember

#Base: all who did not compare providers

**[A6B] You said that in deciding which service provider to use, you did not compare between two or more service providers. Which of the following are reasons why you did not compare providers? (Please select all that apply)**

(Allows multiple selections)

[1] Didn't have a choice: they were a referral from/choice made by a professional intermediary (e.g. solicitor, insurance company, mortgage provider etc.)

[2] I had previous experience of using them

[3] I trusted the recommendation I was given

[4] I was happy with the first one I looked at

- [5] My issue/ dispute was routine / simple
- [6] My issue/ dispute was urgent
- [7] They (providers) are all much the same/equally competent
- [8] I thought it would be too difficult to do
- [9] I thought it would be too time-consuming to do
- [10] Other
- [11] Don't know/can't remember

#Base: all who got more than one price or quotation

**[A6C] You said that you obtained prices for or quotations from more than one service provider. How did you identify service providers who could help with your issue/ dispute? (Please select all that apply)**

(Allows multiple selections)

- [1] Personal experience of using them before
- [2] Recommendation from family or friends
- [3] Recommendation from a professional third-party (e.g. solicitor, accountant, Citizen's Advice, estate agent, trade union, charity etc.)
- [4] Referral from/choice made by a professional intermediary (e.g. solicitor, insurance company, mortgage provider, trade union etc.)
- [5] Internet search using a search engine/browser (e.g. Bing/Google etc.)
- [6] Internet search using a price comparison website, referral site (e.g. Compare Legal Costs, Nelsons Online, Legal Brokers Ltd etc.)
- [7] Legal directories (e.g. Law Society 'Find a Solicitor' database, Chambers)
- [8] The Phone Book / Yellow Pages / Thompson Local / 118
- [9] Advert in the paper
- [10] Advert on TV / radio / internet / social media
- [11] The provider's office was local to my home / work / place of study
- [12] Other
- [13] Don't know/can't remember

#Base: all who gathered suggestions / recommendations

**[A9] You said you gathered suggestions/ recommendations when choosing your main adviser...Approximately how many services were you given details of?**

(Allows one selection)

- [1] One
- [2] Between 2 and 3
- [3] Between 5 and 10
- [4] More than 10
- [5] Don't know / can't recall

#Base: all who got help from a barrister

**[A10] Did you check whether your barrister was regulated?**

(Allows one selection)

- [1] Yes, I checked
- [2] Yes, I knew already
- [3] No

#Base: all who didn't check if their barrister was regulated

**[A11] Why didn't you check whether your barrister was regulated? (Please select all that apply)**

(Allows multiple selections)

- [1] Did not know how to find that information
- [2] Did not know what regulation meant
- [3] Did not think regulation was important
- [4] I just assumed they would be regulated
- [955] Other
- [966] Don't know / Can't remember

#Base: all who did check if their barrister was regulated

**[A12a] How did you check whether your barrister was regulated? (Please select all that apply)**

(Allows multiple selections)

- [1] I phoned the regulator
- [2] I checked on the regulator's website
- [3] I asked my adviser
- [4] My adviser told me they were regulated
- [5] It was obvious from the provider's website or correspondence (e.g. from logos)
- [6] I contacted professional membership organisation (e.g. Law Society)
- [955] Other
- [977] Don't know/ can't recall

#Base: all who did check if their barrister was regulated

**[A12b] How easy or difficult was it to find out whether your barrister was regulated?**

(Allows one selection)

- [1] Very easy
- [2] Fairly easy
- [3] Fairly difficult
- [4] Very difficult



#Base: all who got help from a barrister

**[A19] Thinking about the services you received from your barrister... Did you have to personally pay for any of the help you received? (Please select one only, and please answer no if paid by insurance or a trade union, etc.)**

- <1> Yes - paid for all of it
- <2> Yes - paid for part of it
- <3> No - No win no fee agreement ("conditional fee")
- <4> No
- <5> Don't know

#Base: all who paid for their own barrister

**[A22] To what extent do you agree that your barrister provided value for money?**

(Allows one selection)

- [1] Agree strongly
- [2] Agree
- [4] Disagree
- [5] Disagree strongly

#Base: all who got help from a barrister

**[A24] Please think about your overall experience of the services provided by your barrister...How satisfied or dissatisfied are you with the services provided by your barrister?**

(Allows one selection)

- [1] Very satisfied
- [2] Fairly satisfied
- [3] Fairly dissatisfied
- [4] Very dissatisfied
- [5] Don't know

#Base: all dissatisfied with the service provided

**[A25] Why were you dissatisfied with the service provided? (Please select all that apply)**

(Allows multiple selections)

- [1] They took too long
- [2] They made mistakes
- [3] They didn't do enough

- [4] They were unprofessional
- [5] They treated me poorly
- [6] They failed to keep me informed
- [7] They ignored my wishes
- [8] The bill was higher than expected
- [9] They were poor value for money
- [955] Other
- [977] Don't know/ can't recall

## NO PROF HELP

*Questions from this section were matched with respondents from the 2019 survey who had been asked the equivalent questions about barristers ONLY, rather than respondents who had been asked equivalent questions about other types of legal advisors.*

#Base: all who did not think about getting help from a barrister

**[OP1] You said you didn't think about getting help from a barrister to deal with \$q\_priority1 Why was this? (Please select all that apply)**

(Allows multiple selections)

- [1] I didn't think a barrister provide help for this type of issue
- [2] The issue was not important enough
- [3] I assumed a barrister would be too expensive
- [4] I did not need help/I knew enough myself
- [955] Other (specify)
- [977] Don't know

#Base: all who thought about getting help from a barrister

**[OP3] When you thought about getting/ trying to get help from a barrister to deal with \$q\_priority1...Did you know or identify a barrister that you thought could help?**

(Allows one selection)

- [1] Yes
- [2] No

#Base: all who thought about getting help from a barrister

**[OP5\_new] When thinking about getting help from a barrister, which of the**

**following factors were important? (Please select all that apply)**

(Allows multiple selections)

- [1] Cost
- [3] Skills and experience
- [4] Provider's reputation or brand
- [7] Speed of dealing with issue
- [9] Being a regulated professional
- [10] Independence/confidentiality of advice
- [12] Having an independent complaints procedure
- [13] Indemnity insurance to compensate financial loss
- [14] Having access to alternative dispute resolution in case things go wrong (e.g. ombudsman services)
- [15] Convenience (e.g. location, ease of appointment)
- [21] Other
- [977] Don't know

#Base: all who thought about getting help from a barrister

**[OP6] When thinking about getting help from a barrister, did you do any of the following? (Please select all that apply)**

(Allows multiple selections)

- [25] Search for service
- [26] Search for prices
- [27] Search for reviews
- [28] Use cost comparison site(s)
- [29] Research specific advice services (e.g. solicitors' firm websites)
- [30] Ask for suggestions on where to go
- [31] Obtain prices
- [32] Obtain details of services
- [12] Other
- [13] None of these
- [977] Don't know

#Base: all who didn't search for prices

**[QH3\_MAOP] You said you didn't search for prices when thinking about getting help from a barrister Why did you not find out about the potential costs of advice or assistance?**

(Allows one selection)

- [1] I assumed the cost would be too high so did not investigate further
- [2] I looked but could not find the information on costs I wanted
- [3] Other
- [4] Don't know

#Base: all who did each of the following

**[OP7] How easy or difficult was it to do the following?**

[1] Very easy [2] Quite easy [3] Quite difficult [4] Very difficult

[OP7\_1] Search for providers

[OP7\_2] Search for prices

[OP7\_3] Search for reviews

[OP7\_4] Use cost comparison site(s)

[OP7\_6] Ask for suggestions on where to go

[OP7\_7] Obtain prices

[OP7\_8] Obtain details of services

[OP7\_12] \$OP6\_other

#Base: all who did something to get help

**[OP8] {single} Approximately how many services did you obtain details of?**

(Allows one selection)

[1] One

[2] Between 2 and 3

[3] Between 4 and 10

[4] More than 10

[5] Don't know / Can't remember

#Base: all who did something to get help

**[OP9] Approximately how many services did you obtain prices for or quotations from?**

<1> One

<2> Between 2 and 3

<3> Between 4 and 10

<4> More than 10

<5> Don't know / Can't remember

#Base: all who only looked up one service

**[OP9B] You said that in deciding which provider to use, you did not compare between two or more service providers. Which of the following are reasons you did not compare service providers? (Please select all that apply)**

(Allows multiple selections)

[1] Didn't have a choice: they were a referral from/choice made by a professional intermediary (e.g. solicitor, insurance company, mortgage provider etc .)

[2] I had previous experience of using them

- [3] I trusted the recommendation I was given
- [4] I was happy with the first one I looked at
- [5] My issue/ dispute was routine / simple
- [6] My issue/ dispute was urgent
- [7] They (providers) are all much the same/equally competent
- [8] Thought it would be too difficult to do
- [9] Thought it would be too time-consuming to do
- [955] Other
- [977] Don't know/can't recall

#Base: all who obtained prices for or quotations from more than one service provider

**[OP9C] You said that you obtained prices for or quotations from more than one service provider...How did you identify and compare providers who could help with your issue/ dispute? (Please select all that apply)**

(Allows multiple selections)

- [1] Personal experience of using them before
- [2] Recommendation from family or friends
- [3] Recommendation from a professional third-party (e.g. solicitor, accountant, Citizen's Advice, estate agent, trade union, charity etc.)
- [4] Referral from/choice made by a professional intermediary (e.g. solicitor, insurance company, mortgage provider, trade union etc.)
- [5] Internet search using a search engine/browser
- [6] Internet search using a price comparison website, referral site
- [7] Legal directories (e.g. Law Society 'Find a Solicitor' database, Chambers)
- [8] The Phone Book / Yellow Pages / Thompson Local / 118
- [9] Advert in the paper
- [10] Advert on TV / radio / internet / social media
- [11] The provider's office was local to my home / work / place of study
- [955] Other
- [977] Don't know/can't recall

#Base: all who did not get help from a barrister but tried to

**[OP13] Did you check whether the barrister was regulated?**

(Allows one selection)

- [1] Yes, I checked
- [2] Yes, I knew already
- [3] No

#Base: all who did check if their barrister was regulated

**[OP13b] How easy or difficult was it to find out whether your barrister was**



**regulated?**

(Allows one selection)

- [1] Very easy
- [2] Fairly easy
- [3] Fairly difficult
- [4] Very difficult

#Base: all who didn't check whether the barrister firm was regulated

**[OP14] Why didn't you check whether the barrister was regulated? (Please select all that apply)**

(Allows multiple selections)

- [1] Did not know how to find that information
- [2] Did not know what regulation meant
- [3] Did not think regulation was important
- [4] I just assumed they would be regulated
- [955] Other
- [98] Don't know / can't remember

#Base: all whose issue was resolved

**[O8] Regardless of the outcome of \$q\_priority1 , do you feel the process through which the outcome was reached was basically fair or unfair to everybody concerned?**

(Allows one selection)

- [1] Fair to everybody concerned
- [2] Not fair to everybody concerned

#Base: all whose issue was resolved

**[O10] Is there anything that you wish you had done differently to try to sort out the issue? (Please select all that apply)**

(Allows multiple selections)

- [1] Got more information or assistance
- [2] Got information or assistance sooner
- [3] Not tried to get assistance
- [4] Acted sooner
- [5] Tried harder / been more resolved
- [6] Done less
- [7] Avoided the issue

[955] Other

[977] Don't know/ can't recall