

Complaints received between 1 June 2014 and 31 January 2015

		<u>Barristers</u>		<u>Legal Executives</u>		<u>Licensed Conveyancers</u>		<u>NA</u>		<u>Patent Attorneys</u>		<u>Solicitors</u>		<u>Unregulated Entity</u>		<u>Unregulated Individual</u>		<u>Total</u>	
<u>Complaint Type</u>	<u>Method of funding</u>	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%
<b>Lack of price transparency</b>	Contingency / conditional fee agreement (no win no fee) via claims management company		0.00%		0.00%		0.00%		0.00%		0.00%	4	0.09%		0.00%		0.00%	4	0.09%
	Contingency/ conditional fee agreement (no win no fee)	2	0.05%		0.00%		0.00%		0.00%		0.00%	50	1.16%		0.00%		0.00%	52	1.21%
	Damage Based Agreements (DBA)		0.00%		0.00%		0.00%		0.00%		0.00%	1	0.02%		0.00%		0.00%	1	0.02%
	Insurance		0.00%		0.00%		0.00%		0.00%		0.00%	13	0.30%		0.00%		0.00%	13	0.30%
	Part publicly funded		0.00%		0.00%		0.00%		0.00%		0.00%	13	0.30%		0.00%		0.00%	13	0.30%
	Private payment	32	0.74%		0.00%	20	0.46%		0.00%		0.00%	665	15.44%	6	0.14%		0.00%	723	16.79%
	Publicly funded	2	0.05%		0.00%		0.00%		0.00%		0.00%	32	0.74%		0.00%		0.00%	34	0.79%
	Blank	16	0.37%		0.00%	3	0.07%		0.00%	1	0.02%	237	5.50%		0.00%		0.00%	257	5.97%
<b>Lack of price transparency Total</b>		<b>52</b>	<b>1.21%</b>		<b>0.00%</b>	<b>23</b>	<b>0.53%</b>		<b>0.00%</b>	<b>1</b>	<b>0.02%</b>	<b>1015</b>	<b>23.57%</b>	<b>6</b>	<b>0.14%</b>		<b>0.00%</b>	<b>1097</b>	<b>25.47%</b>
Non – transparency related	Contingency/ conditional fee agreement (no win no fee) via claims management company	1	0.02%		0.00%		0.00%		0.00%		0.00%	24	0.56%		0.00%		0.00%	25	0.58%
	Contingency/ conditional fee agreement (no win no fee)	3	0.07%		0.00%		0.00%		0.00%		0.00%	207	4.81%	1	0.02%		0.00%	211	4.90%
	Damage Based Agreements (DBA)		0.00%		0.00%		0.00%		0.00%		0.00%	5	0.12%		0.00%		0.00%	5	0.12%
	Insurance	5	0.12%		0.00%		0.00%		0.00%		0.00%	145	3.37%	1	0.02%		0.00%	151	3.51%
	Part Publicly funded		0.00%		0.00%		0.00%		0.00%		0.00%	15	0.35%	1	0.02%		0.00%	16	0.37%
	Private payment	59	1.37%	1	0.02%	78	1.81%		0.00%	1	0.02%	1435	33.32%	8	0.19%	4	0.09%	1586	36.82%
	Pro-bono	2	0.05%		0.00%		0.00%		0.00%		0.00%	5	0.12%		0.00%		0.00%	7	0.16%
	Publicly funded	26	0.60%		0.00%		0.00%		0.00%		0.00%	189	4.39%		0.00%		0.00%	215	4.99%
	(blank)	64	1.49%		0.00%	25	0.58%	2	0.05%		0.00%	896	20.80%	7	0.16%		0.00%	994	23.08%

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**Table 1: complainants about a perceived lack of price transparency organised by method of funding and regulator types.**

<b>related total</b>	<b>160</b>	<b>3.71%</b>	<b>1</b>	<b>0.02%</b>	<b>103</b>	<b>2.39%</b>	<b>2</b>	<b>0.05%</b>	<b>1</b>	<b>0.02%</b>	<b>2921</b>	<b>67.82%</b>	<b>18</b>	<b>0.42%</b>	<b>4</b>	<b>0.09%</b>	<b>3210</b>	<b>74.53%</b>
<b>Grand total</b>	<b>212</b>	<b>4.92%</b>	<b>1</b>	<b>0.02%</b>	<b>126</b>	<b>2.93%</b>	<b>2</b>	<b>0.05%</b>	<b>2</b>	<b>0.05%</b>	<b>3936</b>	<b>91.39%</b>	<b>24</b>	<b>0.56%</b>	<b>4</b>	<b>0.09%</b>	<b>4307</b>	<b>100.00%</b>

**Table 2: Perceived lack of price transparency by method of funding**

<b>Method of Funding</b>	<b>Total</b>
Contingency / Conditional fee agreement (no win no fee) via claims management company	4
Contingency / Conditional fee agreement (no win no fee)	52
Damage Based Agreements (DBA)	1
Insurance	13
Part publicly funded	13
Private payment	723
Publicly funded	34
(blank)	257
<b>Grand Total</b>	<b>1097</b>

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**Table 3: Perceived lack of price transparency by complainant type**

<u>Complainant Type</u>	<u>Total</u>
Club or Association or Society	2
Executor	23
Member of Public	973
Micro Enterprise	33
Personal Representative of an Estate	6
Representative With Power of Attorney	1
Residuary Beneficiaries of an Estate	55
Trustee	4
<b>Grand Total</b>	<b>1097</b>

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Table 4: Perceived lack of price transparency by legal service provider

<u>Legal Service Provider Type</u>	<u>Total</u>
Barristers	52
Licensed Conveyancers	23
Patent Attorneys	1
Solicitors	1015
Unregulated Entity	6
<b>Grand Total</b>	<b>1097</b>

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**Table 5: Perceived lack of price transparency by area of law**

<b><u>Area Of Law</u></b>	<b><u>Total</u></b>
Family Law	257
Wills and Probate	156
Litigation	152
Residential Conveyancing	141
Personal Injury	64
Immigration and Asylum	60
Employment Law	56
Crime	53
Property	47
Other	37
Social Welfare	28
Commercial Conveyancing	24
Finances	11
Commercial law	10
Consumer Law	1

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<b>Grand Total</b>	<b>1097</b>
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