

# Overrepresentation of Black, Asian and minority ethnic solicitors in reports to the SRA: the impact of socio-cognitive bias on the likelihood that people will complain about potential misconduct to the SRA

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## 1. Introduction

The universities of York, Lancaster, and Cardiff were commissioned by the Solicitors Regulation Authority (SRA) to understand the reasons why there is overrepresentation of Black, Asian and minority ethnic solicitors in reports to the SRA. There are two main components to the research. The first looks at the factors, present in the legal sector and wider society, which may explain the overrepresentation in complaints of potential misconduct made to the SRA. The second looks at decision making at the assessment stage, when the SRA decides which complaints to take forward for investigation. The reason for this focus is that the overrepresentation is particularly evident at these two early stages of the SRA's processes. It is present in the complaints received and increases further at the assessment stage. The research uses multiple complementary research methods, including both quantitative and qualitative analyses, to shed further light on this subject.

The overall findings from the research, including an overview of the component parts of the project, are published separately. This supporting report is part of the first component of the project and tests the theory identified in the earlier literature, that there may be a greater likelihood that Black, Asian and minority ethnic solicitors have complaints about potential misconduct raised about them with the SRA, due to potential socio-cognitive biases that influence decision-making by the complainant.

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## 2. Summary of results

### Background to the survey

Our [literature review](https://indemnity.sra.org.uk/sra/research-publications/over-rep-black-asian-minority-ethnic-solicitors-reports/) (<https://indemnity.sra.org.uk/sra/research-publications/over-rep-black-asian-minority-ethnic-solicitors-reports/>) identified potential reasons behind the greater likelihood that Black, Asian and minority ethnic solicitors have complaints about potential misconduct raised about them with the SRA. One such factor identified was the potential that socio-cognitive biases might influence decision-making by some groups of consumers.

This is based on social attribution theory and it is focused on how individuals use information to arrive at causal explanations for events. There are two elements to this theory, which can influence the extent to which an individual may attribute responsibility, which in this context may influence whether or not they make a complaint about someone. These are known as dispositional attribution and situational attribution.

- Dispositional attribution considers the extent to which the perception of misconduct is assigned to an individual's 'internal' characteristics, or a 'deliberate decision' taken by them. Published research suggests this is more likely when a service provider is from a minority ethnic group. Dispositional attribution has been shown in consumer research to increase the likelihood of complaints being made. This may have the effect of amplifying the likelihood of complaints about potential misconduct made to the SRA about Black, Asian and minority ethnic solicitors.
- Situational attribution considers the extent to which the perception of misconduct is due to situations or events outside an individual's control, stressing the importance of 'external' influences or situations 'happening to' the subject. Situational attribution has been shown to reduce the likelihood of complaints being made and to be less likely when a service provider is from a minority ethnic group. This may have the effect of reducing the



likelihood of complaints about potential misconduct being made to the SRA about White solicitors.

We wanted to test whether there was any empirical evidence to support this and so we conducted an online survey to understand how consumers attribute responsibility for potential misconduct, when this service is provided by solicitors from different ethnic backgrounds (i.e., Black, Asian, or White solicitors) and gender (i.e., male or female solicitors). We also sought to test whether as a result, these consumers were more likely to report the solicitors in question to the SRA for potential misconduct.

## Results by the characteristics of the solicitor

In summary, we found that respondents did not make substantially differential attributions based on either the perceived ethnicity or the gender of the solicitor in the scenario. Nor were they more likely to report a solicitor to the SRA for potential misconduct based on their perceived ethnicity or gender. The results of our analysis by the ethnicity and gender of the solicitors for each question in the survey shows:

- Respondents did not attribute responsibility for the potential misconduct differently depending on the perceived ethnicity or gender of the solicitor in the scenario (see table 6 below).
- When asked whether factors outside the control of the solicitors were responsible (such as bad luck or unforeseeable circumstances), respondents did not respond differently depending on the ethnicity or gender of the solicitor in the scenario (see table 7 below).
- Respondents did not respond differently depending on the ethnicity or gender of the solicitor when asked whether the solicitor who provided the service could have prevented what happened (see table 9 below).
- There was a statistically significant difference by the ethnicity and gender of the solicitor, in responses to whether the solicitor would behave in the same way in the future. In the scenarios involving an Asian-female and White solicitors (both male and female) respondents were more likely to indicate that the solicitors would be very unlikely or unlikely to behave in the same way in the future than for the other scenarios (see table 8 below).
- There was no difference depending on the ethnicity or gender of the solicitor, in whether respondents would report these solicitors to the SRA for potential misconduct (see table 10 below).

## Results by the characteristics of the respondents

When we analysed the results by the different characteristics of the respondents, we found evidence that there were differential attributions.

Looking firstly at socio-demographic characteristics we found the following differences:

- The ethnicity of respondents affected how they attributed responsibility for what happened. White respondents ascribed responsibility for what happened to the solicitor in the scenario more than Asian or Black respondents (see table 11 below). There were also some differences by place of birth (see table 16 below), although these characteristics did not affect the likelihood the respondents would report solicitors to the SRA for potential misconduct (see table 15 in relation to ethnicity and 20 in relation to place of birth).
- Female respondents were more likely to attribute responsibility for what happened to the solicitor (see table 21 below), but male respondents were slightly more likely to believe outside factors were mostly responsible (see table 22 below), although there was no significant difference between the genders in terms of the likelihood to report solicitors to the SRA for potential misconduct (see table 25 below).
- Older respondents were more likely to attribute responsibility to the solicitor in the scenario than younger respondents (see table 26 below) and less likely to attribute responsibility to outside factors (see table 27 below). But older respondents were not more or less likely to report them to the SRA for potential misconduct (see table 30 below).
- Respondents not in paid work (e.g., homemaker, retired or disabled) and unemployed respondents were respectively the most and the least likely to attribute responsibility to the solicitor in the scenario (see table 31 below). Employment status also affected the likelihood to report solicitors to the SRA for potential misconduct (see table 35 below).



## Results by the respondents' experience of, satisfaction with and knowledge of the legal industry

Looking at the different levels of experience of, satisfaction with, and knowledge of the legal industry that respondents have, we found the following differences:

- Respondents with a higher level of experience of the legal industry were more likely to believe that the potential misconduct could have been prevented than those with a lower level of experience of the legal industry (see table 44 below). This group were also slightly more likely to take the complaint further and report the solicitor to the SRA for potential misconduct (see table 45 below).
- Respondents who were more dissatisfied with the legal industry were more likely to think the solicitor would behave in the same way in the future (in relation to the potential misconduct) than those who were more satisfied with the legal industry (see table 43 below). The level of satisfaction with the legal industry did not significantly affect whether someone would report the solicitor to the SRA for potential misconduct (see table 45 below).
- Respondents with a better legal knowledge were more likely to think that outside factors were totally responsible for what happened than respondents with a poorer legal knowledge. Respondents with a poorer legal knowledge, however, were more likely to think that outside factors were mostly responsible than respondents with a better legal knowledge (see table 47). And respondents with a better legal industry knowledge were more likely to report the solicitor to the SRA for potential misconduct (see table 50 below).

Taken together, the results of our survey provided evidence that respondents attributed responsibility for potential misconduct differently. Different attributions, however, seemed to be linked more to respondents' socio-demographic characteristics and levels of experience of, satisfaction with, and knowledge of the legal industry than to the ethnicity or gender of the solicitor who delivered the service.

### **3. Methodology**

To investigate how consumers attribute responsibility for potential misconduct, we administered a survey to a randomised sample of people through Prolific, an online research platform that provides the recruitment and management of participants for online research.

In a pilot survey, administered to 300 people, we tested two slightly different scenarios that we had previously developed drawing on actual complaints received by the SRA. For each scenario, we asked respondents to tell us how likely they would be to submit a complaint to the SRA about potential misconduct if they were in this situation. We then selected the scenario for which the responses were more evenly distributed across the available options, in order to reduce the possibility of different responses being down to factors other than the scenario itself. The scenario we used for the survey is set out in Annex A.

The pilot also tested respondents' assumptions about ethnicity, based on 'typical' names commonly ascribed as belonging to particular ethnic groups. These names were taken from previous research on the impact of ethnicity on customers' complaints (Wood et al., 2009). We tested two names for each ethnicity-gender combination (i.e., two for White-female, two for White-male, two for Black-female, two for Black-male, two for Asian-female, and two for Asian-male). We decided to use these relatively 'high-level' ethnic groups because we wanted to have a large enough sample to analyse. Based on the consistency of the responses we collected in the pilot, we selected one name for each ethnicity-gender combination. The gender of the solicitor in the scenario was indicated by the use of typical pronouns used to indicate whether someone was male or female. The names and pronouns we used to identify the ethnicity and gender of the solicitors in the six scenarios are set out in Annex A.

Following the pilot, we prepared six versions of the same questionnaire, one for each ethnicity-gender combination, with the only differences being the pronoun and name of the solicitor in the scenario. We collected around 700 responses for each of them, resulting in a total sample of around 4,200 responses.

We collected demographic data about the respondents, including ethnicity, place of birth, gender, age and employment status.





Our respondents were almost equally distributed between female (51.5%) and male (48.5%). The largest age group was 18- to 39-years-old (38.8%), followed by 40- to 59-years-old (36.3%), and then 60+ (24.9%). Most of our respondents were White (87.1%) followed by Asian (6.6%) and Black (3.2%) respectively being the second and third largest ethnic group in our sample. Most of our respondents (87.7%) were born in the UK. Respondents born in Europe, Asia, and Africa account for respectively 5.7%, 3.1%, and 2.1% of our sample. Most of our respondents were in full-time employment (41.5%). Respondents not in paid work (e.g., homemaker, retired or disabled) and those in part-time employment account for respectively 17.4% and 15.2% of our sample.

In the first part of the questionnaire, we asked respondents to read the scenario provided and to tell us:

- Q1: To what extent they thought the solicitor in the scenario was responsible for what happened. This question tested the extent to which respondents attribute responsibility for potential misconduct to factors within the control of the solicitor.
- Q2: To what extent they thought factors outside of the control of the solicitor in the scenario (such as bad luck or unforeseeable circumstances) were responsible for what happened. This question tested the extent to which respondents attributed responsibility for potential misconduct to outside factors, such as those mentioned in the question.
- Q3: How likely they thought it was that the solicitor in the scenario would behave in the same way in the future.
- Q4: To what extent they agreed that the solicitor in the scenario could have prevented what happened.
- Q5: How likely they would be to report the solicitor in the scenario to the SRA for potential misconduct.

These questions were asked in order to understand how respondents attributed responsibility and in turn how likely they were to report the solicitor to the SRA for potential misconduct.

In the second part of the questionnaire, we asked respondents several questions, related to their experience of, satisfaction with, and knowledge of the legal industry. More specifically:

- To understand respondents' level of experience of the legal industry, we asked them to answer the following question: 'Have you ever used legal services?' Respondents could choose among the following answers: 'Yes,' 'No,' 'Do not know,' or 'Prefer not to say.'
- To understand respondents' level of satisfaction with the legal industry, we asked them to answer the following question: 'How satisfied are you with the most recent service you have used?' Respondents were asked to provide an answer on a scale ranging from 1 ('extremely dissatisfied') to 5 ('extremely satisfied').
- To understand respondents' level of knowledge of the legal industry, we asked them to answer the following question: 'To what extent do you agree with the following statement: I have good knowledge and understanding of legal processes?' Respondents were asked to provide an answer on a scale ranging from 1 ('strongly disagree') to 5 ('strongly agree').

These questions were asked in order to understand if these factors affected how respondents attributed responsibility and in turn their likelihood to report the solicitor to the SRA for potential misconduct.

## **4. Analysis of results for all respondents**

This section looks at the overall response from all respondents across the six scenarios we tested.

### **Overview of the results**

Overall, our respondents thought that the solicitor in the scenario was responsible for what happened, but that outside factors were responsible as well, at least to some extent. Our respondents also thought that the solicitor would be unlikely to behave in the same way in the future and that they could have prevented what happened. Three out of four of our respondents said that they would take the complaint further and report the solicitor to the SRA for potential misconduct.

### **Detailed results**



Table 1 shows the answers our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?'). Most of our respondents thought that the solicitor in the scenario was responsible for what happened, with 43.6% of them saying that the solicitor in the scenario was totally responsible and 30.6% saying that the solicitor was mostly responsible. Only 7.2% of our respondents thought that the solicitor in the scenario was not responsible at all or slightly responsible.

**Table 1: Responses to Q1 (responsibility for what happened)**

|                               | Frequency | Percent | Valid Percent |
|-------------------------------|-----------|---------|---------------|
| <b>Not responsible at all</b> | 47        | 1.1     | 1.1           |
| <b>Slightly responsible</b>   | 254       | 6.1     | 6.1           |
| <b>Somewhat responsible</b>   | 775       | 18.5    | 18.6          |
| <b>Mostly responsible</b>     | 1278      | 30.5    | 30.6          |
| <b>Totally responsible</b>    | 1823      | 43.4    | 43.6          |
| <b>Total</b>                  | 4177      | 99.5    | 100           |
| <b>Missing</b>                | 19        | 0.5     |               |
| <b>Total</b>                  | 4196      | 100     |               |

Table 2 shows the answers our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?'). Most of our respondents thought that outside factors were responsible to some extent for what happened, with 31.3% of them saying that outside factors were slightly responsible and 30.4% saying that outside factors were somewhat responsible. Only 4.9% of our respondents thought that outside factors were totally responsible for what happened.

**Table 2: Responses to Q2 (extent to which outside factors were responsible)**

|   | Frequency | Percent | Valid Percent |
|---|-----------|---------|---------------|
| <b>Outside factors not responsible at all</b> | 620       | 14.8    | 14.9          |
| <b>Outside factors slightly responsible</b>   | 1305      | 31.1    | 31.3          |
| <b>Outside factors somewhat responsible</b>   | 1269      | 30.2    | 30.4          |
| <b>Outside factors mostly responsible</b>     | 772       | 18.4    | 18.5          |
| <b>Outside factors totally responsible</b>    | 203       | 4.8     | 4.9           |
| <b>Total</b>                                  | 4169      | 99.4    | 100           |
| <b>Missing</b>                                | 27        | 0.6     |               |
| <b>Total</b>                                  | 4196      | 100     |               |

Table 3 shows the answers our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?'). Most of our respondents thought that the solicitor in the scenario would be unlikely to behave in the same way in the future, with 41.4% of them saying that the solicitor would be very unlikely to behave in the same way and 33.4% saying that the solicitor would be unlikely to behave in the same way. 11.6% of our respondents, however, believed that the solicitor in the scenario would be likely to behave in the same way, with likely being the third most selected option.

**Table 3: Responses to Q3 (likely to behave in the same way in the future)**

|                                    | Frequency | Percent | Valid Percent |
|------------------------------------|-----------|---------|---------------|
| <b>Very unlikely</b>               | 1700      | 40.5    | 41.4          |
| <b>Unlikely</b>                    | 1371      | 32.7    | 33.4          |
| <b>Neither likely nor unlikely</b> | 337       | 8       | 8.2           |
| <b>Likely</b>                      | 476       | 11.3    | 11.6          |
| <b>Very likely</b>                 | 225       | 5.4     | 5.5           |
| <b>Total</b>                       | 4109      | 97.9    | 100           |
| <b>Missing</b>                     | 87        | 2.1     |               |



**Total** 4196 100

Table 4 shows the answers our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?'). Almost 70% of our respondents strongly agreed that the solicitor in the scenario could have prevented what happened. Only 2% of our respondents either disagreed or strongly disagreed with this statement.

**Table 4: Responses to Q4 (extent to which events could have been prevented)**

|                                   | Frequency | Percent | Valid Percent |
|-----------------------------------|-----------|---------|---------------|
| <b>Strongly disagree</b>          | 29        | 0.7     | 0.7           |
| <b>Disagree</b>                   | 55        | 1.3     | 1.3           |
| <b>Neither agree nor disagree</b> | 122       | 2.9     | 2.9           |
| <b>Agree</b>                      | 1067      | 25.4    | 25.6          |
| <b>Strongly agree</b>             | 2899      | 69.1    | 69.5          |
| <b>Total</b>                      | 4172      | 99.4    | 100           |
| <b>Missing</b>                    | 24        | 0.6     |               |
| <b>Total</b>                      | 4196      | 100     |               |

Table 5 shows the answers our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?'). Most of our respondents said that they would be either likely (39.0%) or very likely (36.3%) to take the complaint further and report the solicitor in the scenario to the regulator of solicitors. Around 12% of them, however, reported being very unlikely or unlikely to take the complaint further and report the solicitor to the regulator of solicitors.

**Table 5: Responses to Q5 (likelihood of reporting to the SRA)**

|                                    | Frequency | Percent | Valid Percent |
|------------------------------------|-----------|---------|---------------|
| <b>Very unlikely</b>               | 74        | 1.8     | 1.8           |
| <b>Unlikely</b>                    | 447       | 10.7    | 10.8          |
| <b>Neither likely nor unlikely</b> | 500       | 11.9    | 12.1          |
| <b>Likely</b>                      | 1608      | 38.3    | 39            |
| <b>Very likely</b>                 | 1497      | 35.7    | 36.3          |
| <b>Total</b>                       | 4126      | 98.3    | 100           |
| <b>Missing</b>                     | 70        | 1.7     |               |
| <b>Total</b>                       | 4196      | 100     |               |

## **5. Analysis of results by the gender and ethnicity of the solicitor in the scenario**

This section compares the responses by the gender and ethnicity of the solicitors in the scenario [2.1.2](#).

### **Overview of the results**

Overall, the answers our respondents provided did not differ across solicitors of different gender and ethnicity in a statistically significant way. Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') was, however, an exception, as the responses provided to this question varied across ethnicity-gender combinations. Some combinations (i.e., Black male, Asian male, Black female) were considered more likely to behave in the same way in the future than others (i.e., Asian female and White female).

### **Detailed results**

Table 6 shows the responses provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') by each individual gender-ethnicity combination in our



scenario. The responses provided were rather similar across gender-ethnicity combinations. Most of our respondents thought that the solicitor in the scenario was either totally responsible or mostly responsible for what happened, regardless of gender or ethnicity. Although the analysis found some slight differences, overall, the results of a test we conducted to compare responses across gender-ethnicity combinations were not statistically significant (see Annex B).

**Table 6: Responses to Q1 (responsibility for what happened) by gender-ethnicity combination**

|                               |              | Asian female | Asian male | Black female | Black male | White female | White male | Total   |
|-------------------------------|--------------|--------------|------------|--------------|------------|--------------|------------|---------|
| <b>Not responsible at all</b> | <b>Count</b> | 7            | 8          | 10           | 3          | 9            | 10         | 47      |
|                               | <b>%</b>     | 1.00%        | 1.20%      | 1.40%        | 0.40%      | 1.30%        | 1.40%      | 1.10%   |
| <b>Slightly responsible</b>   | <b>Count</b> | 45           | 40         | 36           | 46         | 41           | 46         | 254     |
|                               | <b>%</b>     | 6.50%        | 5.80%      | 5.10%        | 6.60%      | 5.90%        | 6.70%      | 6.10%   |
| <b>Somewhat responsible</b>   | <b>Count</b> | 119          | 120        | 112          | 151        | 133          | 140        | 775     |
|                               | <b>%</b>     | 17.10%       | 17.30%     | 16.00%       | 21.60%     | 19.10%       | 20.30%     | 18.60%  |
| <b>Mostly responsible</b>     | <b>Count</b> | 223          | 210        | 254          | 205        | 187          | 199        | 1278    |
|                               | <b>%</b>     | 32.00%       | 30.20%     | 36.20%       | 29.40%     | 26.90%       | 28.80%     | 30.60%  |
| <b>Totally responsible</b>    | <b>Count</b> | 302          | 317        | 290          | 293        | 325          | 296        | 1823    |
|                               | <b>%</b>     | 43.40%       | 45.60%     | 41.30%       | 42.00%     | 46.80%       | 42.80%     | 43.60%  |
| <b>Total</b>                  | <b>Count</b> | 696          | 695        | 702          | 698        | 695          | 691        | 4177    |
|                               | <b>%</b>     | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00% |

Table 7 shows the responses to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') by each gender-ethnicity combination in our scenario. The responses provided are again rather similar across gender-ethnicity combinations, with most of our respondents indicating that outside factors are only slightly or somewhat responsible for what happened. The results of a test we performed to compare responses across gender-ethnicity combinations confirmed that differences in responses are not statistically significant (see Annex B).

**Table 7: Responses to Q2 (extent to which outside factors were responsible) by gender-ethnicity combination**

|   |              | Asian female | Asian male | Black female | Black male | White female | White male | Total   |
|---|--------------|--------------|------------|--------------|------------|--------------|------------|---------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 101          | 117        | 100          | 97         | 106          | 99         | 620     |
|   | <b>%</b>     | 14.50%       | 16.90%     | 14.30%       | 14.00%     | 15.30%       | 14.30%     | 14.90%  |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 217          | 208        | 231          | 223        | 197          | 229        | 1305    |
|   | <b>%</b>     | 31.20%       | 30.00%     | 33.00%       | 32.10%     | 28.40%       | 33.10%     | 31.30%  |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> | 217          | 213        | 197          | 229        | 211          | 202        | 1269    |
|   | <b>%</b>     | 31.20%       | 30.70%     | 28.10%       | 32.90%     | 30.40%       | 29.20%     | 30.40%  |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> | 131          | 122        | 136          | 125        | 135          | 123        | 772     |
|   | <b>%</b>     | 18.80%       | 17.60%     | 19.40%       | 18.00%     | 19.50%       | 17.80%     | 18.50%  |
| <b>Outside factors totally responsible</b>    | <b>Count</b> | 29           | 33         | 37           | 21         | 45           | 38         | 203     |
|   | <b>%</b>     | 4.20%        | 4.80%      | 5.30%        | 3.00%      | 6.50%        | 5.50%      | 4.90%   |
| <b>Total</b>                                  | <b>Count</b> | 695          | 693        | 701          | 695        | 694          | 691        | 4169    |
|   | <b>%</b>     | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00% |

Table 8 shows the responses to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') by each gender-



ethnicity combination in our scenario. The responses provided appeared similar across gender-ethnicity combinations in that most of our respondents thought that it was either very unlikely or unlikely that the solicitor in the scenario would behave in the same way in the future, regardless of the gender-ethnicity combination considered. However, those respondents that were presented with a scenario that featured Asian-female, White-female, and White-male solicitors were more likely to indicate that the solicitors in the scenario would be very unlikely or unlikely to behave in the same way in the future than other respondents. The results of a test we performed to compare responses across gender-ethnicity combinations confirmed the relevance of these differences, showing that differences in responses were statistically significant (see Annex B).

**Table 8: Responses to Q3 (likely to behave in the same way in the future) by gender-ethnicity combination**

[illegible]

Table 9 shows the answers our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') by each gender-ethnicity combination in our scenario. The responses provided were quite similar across gender-ethnicity combinations. Most of our respondents either agreed or strongly agreed that the solicitor in the scenario could have prevented what happened, regardless of the gender and ethnicity of the solicitor. The results of a test we performed to compare responses across gender-ethnicity combinations confirmed that differences in responses were not statistically significant (see Annex B).

**Table 9: Responses to Q4 (extent to which events could have been prevented) by gender-ethnicity combination**

[illegible]



Table 10 shows the answers our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') by each gender-ethnicity combination in our scenario. Most of our respondents reported being either likely or very likely to take the complaint further and report the solicitor in the SRA, regardless of the gender and ethnicity of the solicitor. The results of a test we performed to compare responses across gender-ethnicity combinations confirmed that differences in responses were not statistically significant (see Annex B).

**Table 10: Responses to Q5 (likelihood of reporting to the SRA) by gender-ethnicity combination**

|                                    |              | Asian female | Asian male | Black female | Black male | White female | White male | Total   |
|------------------------------------|--------------|--------------|------------|--------------|------------|--------------|------------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 15           | 11         | 10           | 16         | 10           | 12         | 74      |
|                                    | <b>%</b>     | 2.20%        | 1.60%      | 1.40%        | 2.30%      | 1.50%        | 1.70%      | 1.80%   |
| <b>Unlikely</b>                    | <b>Count</b> | 75           | 61         | 80           | 79         | 73           | 79         | 447     |
|                                    | <b>%</b>     | 10.90%       | 9.00%      | 11.50%       | 11.50%     | 10.70%       | 11.50%     | 10.80%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 89           | 81         | 82           | 87         | 85           | 76         | 500     |
|                                    | <b>%</b>     | 12.90%       | 11.90%     | 11.80%       | 12.60%     | 12.40%       | 11.10%     | 12.10%  |
| <b>Likely</b>                      | <b>Count</b> | 259          | 255        | 276          | 280        | 271          | 267        | 1608    |
|                                    | <b>%</b>     | 37.50%       | 37.40%     | 39.80%       | 40.60%     | 39.60%       | 38.90%     | 39.00%  |
| <b>Very likely</b>                 | <b>Count</b> | 253          | 273        | 245          | 227        | 246          | 253        | 1497    |
|                                    | <b>%</b>     | 36.60%       | 40.10%     | 35.40%       | 32.90%     | 35.90%       | 36.80%     | 36.30%  |
| <b>Total</b>                       | <b>Count</b> | 691          | 681        | 693          | 689        | 685          | 687        | 4126    |
|                                    | <b>%</b>     | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00%      | 100.00%    | 100.00% |

## 6. Analysis of results by respondents' profile

This section looks at the overall response to the scenario by the characteristics of the respondents.

### **Overview of the results**

The responses our respondents provided varied across respondents' profiles. Respondents born in different places or of different ethnicities attributed responsibility for potential misconduct differently. This, however, did not translate into an increased likelihood to submit a complaint to the SRA. In a similar vein, respondents' age and gender affected how they attributed responsibility for potential misconduct, but this again did not translate into a higher likelihood to submit a complaint to the SRA. Respondents of employment status, on the contrary, differed not only in terms of how they attributed responsibility for potential misconduct. They also differed in terms of their likelihood to submit a complaint to the SRA for potential misconduct.

### **Detailed analysis by respondents' ethnicity**

Table 11 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied across their ethnicities. Focusing on the three ethnicities with the largest number of responses (i.e., Asian, Black, and White), White respondents ascribed responsibility to the solicitor in the scenario more for what happened than Asian or Black respondents. White respondents were in fact less likely than Black and Asian respondents to think that the solicitor in the scenario was not responsible at all for what happened and more likely than Black and Asian respondents to think that the solicitor in the scenario was totally responsible for what happened. The results of a test we performed to compare the responses across ethnicities confirmed that the differences observed are statistically significant (see Annex B).

**Table 11: Responses to Q1 (responsibility for what happened) by respondent's ethnicity**



|                               |              | Asian   | Black   | Mixed   | Other   | White   | Total   |
|-------------------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Not responsible at all</b> | <b>Count</b> | 5       | 4       | 1       | 0       | 37      | 47      |
|                               | <b>%</b>     | 1.80%   | 3.00%   | 1.40%   | 0.00%   | 1.00%   | 1.10%   |
| <b>Slightly responsible</b>   | <b>Count</b> | 22      | 8       | 3       | 6       | 215     | 254     |
|                               | <b>%</b>     | 7.90%   | 6.10%   | 4.20%   | 10.50%  | 5.90%   | 6.10%   |
| <b>Somewhat responsible</b>   | <b>Count</b> | 64      | 31      | 19      | 13      | 648     | 775     |
|                               | <b>%</b>     | 23.10%  | 23.50%  | 26.80%  | 22.80%  | 17.80%  | 18.60%  |
| <b>Mostly responsible</b>     | <b>Count</b> | 92      | 38      | 16      | 21      | 1111    | 1278    |
|                               | <b>%</b>     | 33.20%  | 28.80%  | 22.50%  | 36.80%  | 30.50%  | 30.60%  |
| <b>Totally responsible</b>    | <b>Count</b> | 94      | 51      | 32      | 17      | 1629    | 1823    |
|                               | <b>%</b>     | 33.90%  | 38.60%  | 45.10%  | 29.80%  | 44.80%  | 43.60%  |
| <b>Total</b>                  | <b>Count</b> | 277     | 132     | 71      | 57      | 3640    | 4177    |
|                               | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 12 shows that the responses our respondents provided to Q2 (i.e., To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied across their ethnicities. Focusing on the three ethnicities with the largest number of responses (i.e., Asian, Black, and White), Black respondents were more likely than Asian and White respondents to believe that outside factors were somewhat responsible for what happened, but less likely than Asian and White respondents to believe that outside factors were mostly responsible. The results of a test we performed to compare the responses we collected across ethnicities confirm that the differences we observed were statistically significant, although to a lower degree than the responses to Q1 (see Annex B).

**Table 12: Responses to Q2 (extent to which outside factors were responsible) by respondent's ethnicity**

|   |              | Asian   | Black   | Mixed   | Other   | White   | Total   |
|---|--------------|---------|---------|---------|---------|---------|---------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 34      | 20      | 11      | 8       | 547     | 620     |
|   | <b>%</b>     | 12.50%  | 15.30%  | 15.50%  | 14.00%  | 15.00%  | 14.90%  |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 70      | 32      | 23      | 14      | 1166    | 1305    |
|   | <b>%</b>     | 25.60%  | 24.40%  | 32.40%  | 24.60%  | 32.10%  | 31.30%  |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> | 92      | 49      | 23      | 17      | 1088    | 1269    |
|   | <b>%</b>     | 33.70%  | 37.40%  | 32.40%  | 29.80%  | 29.90%  | 30.40%  |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> | 64      | 20      | 13      | 14      | 661     | 772     |
|   | <b>%</b>     | 23.40%  | 15.30%  | 18.30%  | 24.60%  | 18.20%  | 18.50%  |
| <b>Outside factors totally responsible</b>    | <b>Count</b> | 13      | 10      | 1       | 4       | 175     | 203     |
|   | <b>%</b>     | 4.80%   | 7.60%   | 1.40%   | 7.00%   | 4.80%   | 4.90%   |
| <b>Total</b>                                  | <b>Count</b> | 273     | 131     | 71      | 57      | 3637    | 4169    |
|   | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 13 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') varied, although only slightly, across their ethnicities. Asian respondents were more likely than Black or White respondents to believe that the solicitor in the scenario would behave in the same way in the future. The results of a test we performed to compare the responses we collected across ethnicities confirmed that the differences we observed were statistically significant, although to a lower degree than for Q1 (see Annex B).

**Table 13: Responses to Q3 (likely to behave in the same way in the future) by respondent's ethnicity**

|                      |              | Asian  | Black  | Mixed  | Other  | White  | Total  |
|----------------------|--------------|--------|--------|--------|--------|--------|--------|
| <b>Very unlikely</b> | <b>Count</b> | 92     | 53     | 29     | 18     | 1508   | 1700   |
|                      | <b>%</b>     | 33.90% | 40.80% | 42.00% | 32.70% | 42.10% | 41.40% |



|                                    |              |         |         |         |         |         |         |
|------------------------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Unlikely</b>                    | <b>Count</b> | 95      | 42      | 21      | 20      | 1193    | 1371    |
|                                    | <b>%</b>     | 35.10%  | 32.30%  | 30.40%  | 36.40%  | 33.30%  | 33.40%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 22      | 11      | 10      | 7       | 287     | 337     |
|                                    | <b>%</b>     | 8.10%   | 8.50%   | 14.50%  | 12.70%  | 8.00%   | 8.20%   |
| <b>Likely</b>                      | <b>Count</b> | 44      | 15      | 3       | 9       | 405     | 476     |
|                                    | <b>%</b>     | 16.20%  | 11.50%  | 4.30%   | 16.40%  | 11.30%  | 11.60%  |
| <b>Very likely</b>                 | <b>Count</b> | 18      | 9       | 6       | 1       | 191     | 225     |
|                                    | <b>%</b>     | 6.60%   | 6.90%   | 8.70%   | 1.80%   | 5.30%   | 5.50%   |
| <b>Total</b>                       | <b>Count</b> | 271     | 130     | 69      | 55      | 3584    | 4109    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 14 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied substantially across their ethnicities. White respondents were less likely than Asian or Black respondents to agree with this statement, but more likely than Asian or Black respondents to strongly agree with it. The results of a test we performed to compare the responses we collected across ethnicities confirm that the differences we observed were statistically significant (see Annex B).

**Table 14: Responses to Q4 (extent to which events could have been prevented) by respondent's ethnicity**

|                                   |              | <b>Asian</b> | <b>Black</b> | <b>Mixed</b> | <b>Other</b> | <b>White</b> | <b>Total</b> |
|-----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Strongly disagree</b>          | <b>Count</b> | 3            | 2            | 0            | 1            | 23           | 29           |
|                                   | <b>%</b>     | 1.10%        | 1.50%        | 0.00%        | 1.80%        | 0.60%        | 0.70%        |
| <b>Disagree</b>                   | <b>Count</b> | 8            | 4            | 0            | 0            | 43           | 55           |
|                                   | <b>%</b>     | 2.90%        | 3.00%        | 0.00%        | 0.00%        | 1.20%        | 1.30%        |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 21           | 4            | 3            | 3            | 91           | 122          |
|                                   | <b>%</b>     | 7.60%        | 3.00%        | 4.20%        | 5.30%        | 2.50%        | 2.90%        |
| <b>Agree</b>                      | <b>Count</b> | 98           | 52           | 21           | 26           | 870          | 1067         |
|                                   | <b>%</b>     | 35.40%       | 39.40%       | 29.60%       | 45.60%       | 23.90%       | 25.60%       |
| <b>Strongly agree</b>             | <b>Count</b> | 147          | 70           | 47           | 27           | 2608         | 2899         |
|                                   | <b>%</b>     | 53.10%       | 53.00%       | 66.20%       | 47.40%       | 71.70%       | 69.50%       |
| <b>Total</b>                      | <b>Count</b> | 277          | 132          | 71           | 57           | 3635         | 4172         |
|                                   | <b>%</b>     | 100.00%      | 100.00%      | 100.00%      | 100.00%      | 100.00%      | 100.00%      |

Table 15 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') did not vary substantially across their ethnicities. Although Black respondents were overall more likely than Asian or White respondents to take the complaint further and report the solicitor in the scenario to the regulator of solicitors, the results of a test we performed to compare the responses we collected across ethnicities showed that these differences were not statistically significant (see Annex B).

**Table 15: Responses to Q5 (likelihood of reporting to the SRA) by respondent's ethnicity**

|                                    |              | <b>Asian</b> | <b>Black</b> | <b>Mixed</b> | <b>Other</b> | <b>White</b> | <b>Total</b> |
|------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Very unlikely</b>               | <b>Count</b> | 5            | 3            | 0            | 2            | 64           | 74           |
|                                    | <b>%</b>     | 1.80%        | 2.30%        | 0.00%        | 3.60%        | 1.80%        | 1.80%        |
| <b>Unlikely</b>                    | <b>Count</b> | 23           | 16           | 4            | 4            | 400          | 447          |
|                                    | <b>%</b>     | 8.50%        | 12.20%       | 5.60%        | 7.30%        | 11.10%       | 10.80%       |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 39           | 14           | 10           | 13           | 424          | 500          |
|                                    | <b>%</b>     | 14.40%       | 10.70%       | 14.10%       | 23.60%       | 11.80%       | 12.10%       |
| <b>Likely</b>                      | <b>Count</b> | 100          | 45           | 25           | 16           | 1422         | 1608         |
|                                    | <b>%</b>     | 36.90%       | 34.40%       | 35.20%       | 29.10%       | 39.50%       | 39.00%       |



|                    |              |         |         |         |         |         |         |
|--------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Very likely</b> | <b>Count</b> | 104     | 53      | 32      | 20      | 1288    | 1497    |
|                    | <b>%</b>     | 38.40%  | 40.50%  | 45.10%  | 36.40%  | 35.80%  | 36.30%  |
| <b>Total</b>       | <b>Count</b> | 271     | 131     | 71      | 55      | 3598    | 4126    |
|                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

### Detailed analysis by respondents' place of birth

Table 16 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied across their places of birth. Focusing on the places accounting for the highest percentages of our respondents (i.e., United Kingdom, Europe, Asia, and Africa), respondents who were born either in the United Kingdom or in Africa were more likely to think that the solicitor in the scenario is totally responsible for what happened than respondents who were born either in Asia or in the rest of Europe. Respondents who were born in Africa were less likely than respondents who were born in the United Kingdom, Asia, or in other European countries to think that the solicitor in the scenario was mainly responsible for what happened, but more likely than respondents born in these other places to think that the solicitor in the scenario was either not responsible at all or only somewhat responsible for what happened. The results of a test we performed to compare the responses we collected across places of birth confirmed that the differences we observed were statistically significant (see Annex B).

**Table 16: Responses to Q1 (responsibility for what happened) by respondent's place of birth**

|                               |              | <b>Africa</b> | <b>Asia</b> | <b>Europe</b> | <b>North America</b> | <b>Oceania</b> | <b>South America</b> | <b>United Kingdom</b> | <b>Total</b> |
|-------------------------------|--------------|---------------|-------------|---------------|----------------------|----------------|----------------------|-----------------------|--------------|
| <b>Not responsible at all</b> | <b>Count</b> | 4             | 2           | 5             | 1                    | 0              | 0                    | 35                    | 47           |
|                               | <b>%</b>     | 4.50%         | 1.60%       | 2.10%         | 2.60%                | 0.00%          | 0.00%                | 1.00%                 | 1.10%        |
| <b>Slightly responsible</b>   | <b>Count</b> | 6             | 12          | 15            | 2                    | 0              | 1                    | 218                   | 254          |
|                               | <b>%</b>     | 6.80%         | 9.40%       | 6.30%         | 5.10%                | 0.00%          | 14.30%               | 5.90%                 | 6.10%        |
| <b>Somewhat responsible</b>   | <b>Count</b> | 23            | 22          | 55            | 9                    | 1              | 1                    | 664                   | 775          |
|                               | <b>%</b>     | 26.10%        | 17.20%      | 23.10%        | 23.10%               | 7.70%          | 14.30%               | 18.10%                | 18.60%       |
| <b>Mostly responsible</b>     | <b>Count</b> | 18            | 45          | 75            | 14                   | 5              | 4                    | 1117                  | 1278         |
|                               | <b>%</b>     | 20.50%        | 35.20%      | 31.50%        | 35.90%               | 38.50%         | 57.10%               | 30.50%                | 30.60%       |
| <b>Totally responsible</b>    | <b>Count</b> | 37            | 47          | 88            | 13                   | 7              | 1                    | 1630                  | 1823         |
|                               | <b>%</b>     | 42.00%        | 36.70%      | 37.00%        | 33.30%               | 53.80%         | 14.30%               | 44.50%                | 43.60%       |
| <b>Total</b>                  | <b>Count</b> | 88            | 128         | 238           | 39                   | 13             | 7                    | 3664                  | 4177         |
|                               | <b>%</b>     | 100.00%       | 100.00%     | 100.00%       | 100.00%              | 100.00%        | 100.00%              | 100.00%               | 100.00%      |

Table 17 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied significantly across their places of birth. Focusing on the places accounting for the highest percentages of our respondents (i.e., United Kingdom, Europe, Asia, and Africa), respondents who were born in Asia were more likely to think that factors outside of the control of the solicitor in the scenario were either not responsible at all or only slightly responsible for what happened than respondents who were born in Africa, the United Kingdom, or other European countries. Respondents who were born in Africa were more likely than respondents who were born in Asia, the United Kingdom, or other European countries to think that factors outside of the control of the solicitor in the scenario were totally responsible for what happened. The results of a test we performed to compare the responses we collected across places of birth confirmed that the differences we observed were statistically significant (see Annex B).

**Table 17: Responses to Q2 (extent to which outside factors were responsible) by respondent's place of birth**

| <b>Africa</b> | <b>Asia</b> | <b>Europe</b> | <b>North America</b> | <b>Oceania</b> | <b>South America</b> | <b>United Kingdom</b> | <b>Total</b> |
|---------------|-------------|---------------|----------------------|----------------|----------------------|-----------------------|--------------|
|---------------|-------------|---------------|----------------------|----------------|----------------------|-----------------------|--------------|



|   |              |         |         |         |         |         |         |         |         |
|---|--------------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 15      | 23      | 26      | 4       | 2       | 0       | 550     | 620     |
|   | <b>%</b>     | 17.20%  | 18.30%  | 10.90%  | 10.30%  | 15.40%  | 0.00%   | 15.00%  | 14.90%  |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 16      | 38      | 56      | 14      | 5       | 3       | 1173    | 1305    |
|   | <b>%</b>     | 18.40%  | 30.20%  | 23.50%  | 35.90%  | 38.50%  | 42.90%  | 32.10%  | 31.30%  |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> | 28      | 30      | 72      | 10      | 4       | 3       | 1122    | 1269    |
|   | <b>%</b>     | 32.20%  | 23.80%  | 30.30%  | 25.60%  | 30.80%  | 42.90%  | 30.70%  | 30.40%  |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> | 15      | 28      | 61      | 8       | 0       | 1       | 659     | 772     |
|   | <b>%</b>     | 17.20%  | 22.20%  | 25.60%  | 20.50%  | 0.00%   | 14.30%  | 18.00%  | 18.50%  |
| <b>Outside factors totally responsible</b>    | <b>Count</b> | 13      | 7       | 23      | 3       | 2       | 0       | 155     | 203     |
|   | <b>%</b>     | 14.90%  | 5.60%   | 9.70%   | 7.70%   | 15.40%  | 0.00%   | 4.20%   | 4.90%   |
| <b>Total</b>                                  | <b>Count</b> | 87      | 126     | 238     | 39      | 13      | 7       | 3659    | 4169    |
|   | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 18 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') varied considerably across their places of birth. Focusing on the places accounting for the highest percentages of our respondents (i.e., United Kingdom, Europe, Asia, and Africa), respondents who were born in Asia were more likely than respondents born in Africa, the United Kingdom, or other European countries to think that the solicitor in the scenario would behave in the same way in the future. The results of a test we performed to compare the responses we collected across places of birth confirmed that the differences we observed were statistically significant (see Annex B).

**Table 18: Responses to Q3 (likely to behave in the same way in the future) by respondent's place of birth**

|                                    |              | <b>Africa</b> | <b>Asia</b> | <b>Europe</b> | <b>North America</b> | <b>Oceania</b> | <b>South America</b> | <b>United Kingdom</b> | <b>Total</b> |
|------------------------------------|--------------|---------------|-------------|---------------|----------------------|----------------|----------------------|-----------------------|--------------|
| <b>Very unlikely</b>               | <b>Count</b> | 37            | 26          | 100           | 13                   | 3              | 4                    | 1517                  | 1700         |
|                                    | <b>%</b>     | 42.50%        | 20.60%      | 42.00%        | 35.10%               | 25.00%         | 57.10%               | 42.10%                | 41.40%       |
| <b>Unlikely</b>                    | <b>Count</b> | 24            | 45          | 71            | 13                   | 6              | 1                    | 1211                  | 1371         |
|                                    | <b>%</b>     | 27.60%        | 35.70%      | 29.80%        | 35.10%               | 50.00%         | 14.30%               | 33.60%                | 33.40%       |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 9             | 21          | 28            | 2                    | 1              | 2                    | 274                   | 337          |
|                                    | <b>%</b>     | 10.30%        | 16.70%      | 11.80%        | 5.40%                | 8.30%          | 28.60%               | 7.60%                 | 8.20%        |
| <b>Likely</b>                      | <b>Count</b> | 12            | 23          | 25            | 5                    | 2              | 0                    | 409                   | 476          |
|                                    | <b>%</b>     | 13.80%        | 18.30%      | 10.50%        | 13.50%               | 16.70%         | 0.00%                | 11.40%                | 11.60%       |
| <b>Very likely</b>                 | <b>Count</b> | 5             | 11          | 14            | 4                    | 0              | 0                    | 191                   | 225          |
|                                    | <b>%</b>     | 5.70%         | 8.70%       | 5.90%         | 10.80%               | 0.00%          | 0.00%                | 5.30%                 | 5.50%        |
| <b>Total</b>                       | <b>Count</b> | 87            | 126         | 238           | 37                   | 12             | 7                    | 3602                  | 4109         |
|                                    | <b>%</b>     | 100.00%       | 100.00%     | 100.00%       | 100.00%              | 100.00%        | 100.00%              | 100.00%               | 100.00%      |

Table 19 shows that the responses our respondents provide to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied significantly across their places of birth. Focusing on the places accounting for the highest percentages of our respondents (i.e., United Kingdom, Europe, Asia, and Africa), respondents who were born in Africa were more likely to either strongly disagree or disagree with this statement than respondents who were born in Asia, the United Kingdom, or other European countries. On the contrary, respondents who were born in the United Kingdom totally agreed more with this statement than respondents who were born in Asia, Africa, or other European countries. The



results of a test we performed to compare the responses we collected across places of birth confirmed that these differences were statistically significant (see Annex B).

**Table 19: Responses to Q4 (extent to which events could have been prevented) by respondent's place of birth**

|                                   |              | Africa  | Asia    | Europe  | North America | Oceania | South America | United Kingdom | Total   |
|-----------------------------------|--------------|---------|---------|---------|---------------|---------|---------------|----------------|---------|
| <b>Strongly disagree</b>          | <b>Count</b> | 3       | 2       | 1       | 1             | 0       | 0             | 22             | 29      |
|                                   | <b>%</b>     | 3.40%   | 1.60%   | 0.40%   | 2.60%         | 0.00%   | 0.00%         | 0.60%          | 0.70%   |
| <b>Disagree</b>                   | <b>Count</b> | 3       | 3       | 8       | 0             | 0       | 0             | 41             | 55      |
|                                   | <b>%</b>     | 3.40%   | 2.30%   | 3.40%   | 0.00%         | 0.00%   | 0.00%         | 1.10%          | 1.30%   |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 3       | 7       | 12      | 0             | 0       | 0             | 100            | 122     |
|                                   | <b>%</b>     | 3.40%   | 5.50%   | 5.00%   | 0.00%         | 0.00%   | 0.00%         | 2.70%          | 2.90%   |
| <b>Agree</b>                      | <b>Count</b> | 36      | 46      | 66      | 12            | 1       | 4             | 902            | 1067    |
|                                   | <b>%</b>     | 40.90%  | 35.90%  | 27.70%  | 30.80%        | 7.70%   | 57.10%        | 24.70%         | 25.60%  |
| <b>Strongly agree</b>             | <b>Count</b> | 43      | 70      | 151     | 26            | 12      | 3             | 2594           | 2899    |
|                                   | <b>%</b>     | 48.90%  | 54.70%  | 63.40%  | 66.70%        | 92.30%  | 42.90%        | 70.90%         | 69.50%  |
| <b>Total</b>                      | <b>Count</b> | 88      | 128     | 238     | 39            | 13      | 7             | 3659           | 4172    |
|                                   | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00%       | 100.00% | 100.00%       | 100.00%        | 100.00% |

Table 20 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') did not vary substantially across their places of birth. Focusing on the countries accounting for the highest percentages of our respondents (i.e., United Kingdom, Europe, Asia, and Africa), respondents who were born in Asia were slightly more likely to complain than respondents who were born in Africa, the United Kingdom, or other European countries. The results of a test we performed to compare the responses we collected across places of birth, however, showed that the differences we observed were not statistically significant (see Annex B).

**Table 20: Responses to Q5 (likelihood of reporting to the SRA) by respondent's place of birth**

|                                    |              | Africa  | Asia    | Europe  | North America | Oceania | South America | United Kingdom | Total   |
|------------------------------------|--------------|---------|---------|---------|---------------|---------|---------------|----------------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 4       | 2       | 2       | 0             | 0       | 0             | 66             | 74      |
|                                    | <b>%</b>     | 4.60%   | 1.60%   | 0.90%   | 0.00%         | 0.00%   | 0.00%         | 1.80%          | 1.80%   |
| <b>Unlikely</b>                    | <b>Count</b> | 9       | 7       | 35      | 5             | 1       | 1             | 389            | 447     |
|                                    | <b>%</b>     | 10.30%  | 5.60%   | 15.00%  | 13.50%        | 7.70%   | 14.30%        | 10.70%         | 10.80%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 14      | 21      | 30      | 5             | 1       | 2             | 427            | 500     |
|                                    | <b>%</b>     | 16.10%  | 16.90%  | 12.90%  | 13.50%        | 7.70%   | 28.60%        | 11.80%         | 12.10%  |
| <b>Likely</b>                      | <b>Count</b> | 26      | 42      | 81      | 17            | 4       | 2             | 1436           | 1608    |
|                                    | <b>%</b>     | 29.90%  | 33.90%  | 34.80%  | 45.90%        | 30.80%  | 28.60%        | 39.60%         | 39.00%  |
| <b>Very likely</b>                 | <b>Count</b> | 34      | 52      | 85      | 10            | 7       | 2             | 1307           | 1497    |
|                                    | <b>%</b>     | 39.10%  | 41.90%  | 36.50%  | 27.00%        | 53.80%  | 28.60%        | 36.10%         | 36.30%  |
| <b>Total</b>                       | <b>Count</b> | 87      | 124     | 233     | 37            | 13      | 7             | 3625           | 4126    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00%       | 100.00% | 100.00%       | 100.00%        | 100.00% |

## Detailed analysis by respondents' gender

Table 21 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied across genders. Female respondents were in fact more likely to think that the solicitor in the scenario was responsible for what happened than male respondents. The results of a test we performed to compare the



responses we collected across genders confirmed that the differences we observed were statistically significant (see Annex B).

**Table 21: Responses to Q1 (responsibility for what happened) by respondent's gender**

|                               | Female            | Male    | Total   |
|-------------------------------|-------------------|---------|---------|
| <b>Not responsible at all</b> | <b>Count</b> 17   | 30      | 47      |
|                               | % 0.80%           | 1.50%   | 1.10%   |
| <b>Slightly responsible</b>   | <b>Count</b> 116  | 138     | 254     |
|                               | % 5.40%           | 6.80%   | 6.10%   |
| <b>Somewhat responsible</b>   | <b>Count</b> 367  | 408     | 775     |
|                               | % 17.10%          | 20.10%  | 18.60%  |
| <b>Mostly responsible</b>     | <b>Count</b> 673  | 605     | 1278    |
|                               | % 31.30%          | 29.90%  | 30.60%  |
| <b>Totally responsible</b>    | <b>Count</b> 978  | 845     | 1823    |
|                               | % 45.50%          | 41.70%  | 43.60%  |
| <b>Total</b>                  | <b>Count</b> 2151 | 2026    | 4177    |
|                               | % 100.00%         | 100.00% | 100.00% |

Table 22 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') were rather similar across genders, although male respondents were slightly more likely to believe that outside factors were mostly responsible for what happened than female respondents. The results of a test we performed to compare the responses we collected across genders, however, confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 22: Responses to Q2 (extent to which outside factors were responsible) by respondent's gender**

|   | Female            | Male    | Total   |
|---|-------------------|---------|---------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> 319  | 301     | 620     |
|   | % 14.90%          | 14.90%  | 14.90%  |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> 682  | 623     | 1305    |
|   | % 31.80%          | 30.80%  | 31.30%  |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> 664  | 605     | 1269    |
|   | % 30.90%          | 29.90%  | 30.40%  |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> 382  | 390     | 772     |
|   | % 17.80%          | 19.30%  | 18.50%  |
| <b>Outside factors totally responsible</b>    | <b>Count</b> 101  | 102     | 203     |
|   | % 4.70%           | 5.00%   | 4.90%   |
| <b>Total</b>                                  | <b>Count</b> 2148 | 2021    | 4169    |
|   | % 100.00%         | 100.00% | 100.00% |

Table 23 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') were quite similar across genders, but that female respondents were less likely to believe that the solicitor in the scenario would behave in the same way in the future than male respondents. The results of a test we performed to compare responses across genders confirmed that the differences we observed were statistically significant, although only marginally (see Annex B).

**Table 23: Responses to Q3 (likely to behave in the same way in future) by respondent's gender**

| Female | Male | Total |
|--------|------|-------|
|--------|------|-------|



|                                    |              |         |         |         |
|------------------------------------|--------------|---------|---------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 905     | 795     | 1700    |
|                                    | %            | 42.70%  | 39.90%  | 41.40%  |
| <b>Unlikely</b>                    | <b>Count</b> | 698     | 673     | 1371    |
|                                    | %            | 32.90%  | 33.80%  | 33.40%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 172     | 165     | 337     |
|                                    | %            | 8.10%   | 8.30%   | 8.20%   |
| <b>Likely</b>                      | <b>Count</b> | 234     | 242     | 476     |
|                                    | %            | 11.00%  | 12.20%  | 11.60%  |
| <b>Very likely</b>                 | <b>Count</b> | 110     | 115     | 225     |
|                                    | %            | 5.20%   | 5.80%   | 5.50%   |
| <b>Total</b>                       | <b>Count</b> | 2119    | 1990    | 4109    |
|                                    | %            | 100.00% | 100.00% | 100.00% |

Table 24 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') were quite similar across genders. The results of a test we performed to compare the responses across genders confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 24: Responses to Q4 (extent to which events could have been prevented) by respondent's gender**

|                                   |              | <b>Female</b> | <b>Male</b> | <b>Total</b> |
|-----------------------------------|--------------|---------------|-------------|--------------|
| <b>Strongly disagree</b>          | <b>Count</b> | 19            | 10          | 29           |
|                                   | %            | 0.90%         | 0.50%       | 0.70%        |
| <b>Disagree</b>                   | <b>Count</b> | 27            | 28          | 55           |
|                                   | %            | 1.30%         | 1.40%       | 1.30%        |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 53            | 69          | 122          |
|                                   | %            | 2.50%         | 3.40%       | 2.90%        |
| <b>Agree</b>                      | <b>Count</b> | 539           | 528         | 1067         |
|                                   | %            | 25.10%        | 26.10%      | 25.60%       |
| <b>Strongly agree</b>             | <b>Count</b> | 1511          | 1388        | 2899         |
|                                   | %            | 70.30%        | 68.60%      | 69.50%       |
| <b>Total</b>                      | <b>Count</b> | 2149          | 2023        | 4172         |
|                                   | %            | 100.00%       | 100.00%     | 100.00%      |

Table 25 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') were quite similar across genders. The results of a test we performed to compare the responses across genders confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 25: Responses to Q5 (likelihood of reporting to the SRA) by respondent's gender**

|                                    |              | <b>Female</b> | <b>Male</b> | <b>Total</b> |
|------------------------------------|--------------|---------------|-------------|--------------|
| <b>Very unlikely</b>               | <b>Count</b> | 30            | 44          | 74           |
|                                    | %            | 1.40%         | 2.20%       | 1.80%        |
| <b>Unlikely</b>                    | <b>Count</b> | 219           | 228         | 447          |
|                                    | %            | 10.30%        | 11.40%      | 10.80%       |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 245           | 255         | 500          |
|                                    | %            | 11.60%        | 12.70%      | 12.10%       |
| <b>Likely</b>                      | <b>Count</b> | 862           | 746         | 1608         |
|                                    | %            | 40.70%        | 37.20%      | 39.00%       |
| <b>Very likely</b>                 | <b>Count</b> | 764           | 733         | 1497         |
|                                    | %            | 36.00%        | 36.50%      | 36.30%       |



|              |                   |         |         |
|--------------|-------------------|---------|---------|
| <b>Total</b> | <b>Count</b> 2120 | 2006    | 4126    |
|              | <b>%</b> 100.00%  | 100.00% | 100.00% |

### Detailed analysis by respondents' age

Table 26 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied quite considerably across their ages. Younger respondents were more likely to think that the solicitor in the scenario was either not responsible at all or only slightly responsible for what happened, whereas older respondents were more likely to think that the solicitor in the scenario is totally responsible for what happened. The results of a test we performed to compare the responses we collected across ages confirmed that these differences were statistically significant (see Annex B).

**Table 26: Responses to Q1 (responsibility for what happened) by respondent's age**

|                               |              | <b>18-39</b> | <b>40-59</b> | <b>60+</b> | <b>Total</b> |
|-------------------------------|--------------|--------------|--------------|------------|--------------|
| <b>Not responsible at all</b> | <b>Count</b> | 28           | 15           | 4          | 47           |
|                               | <b>%</b>     | 1.70%        | 1.00%        | 0.40%      | 1.10%        |
| <b>Slightly responsible</b>   | <b>Count</b> | 150          | 75           | 29         | 254          |
|                               | <b>%</b>     | 9.30%        | 4.90%        | 2.80%      | 6.10%        |
| <b>Somewhat responsible</b>   | <b>Count</b> | 419          | 242          | 114        | 775          |
|                               | <b>%</b>     | 25.80%       | 15.90%       | 11.00%     | 18.60%       |
| <b>Mostly responsible</b>     | <b>Count</b> | 551          | 446          | 281        | 1278         |
|                               | <b>%</b>     | 34.00%       | 29.40%       | 27.10%     | 30.60%       |
| <b>Totally responsible</b>    | <b>Count</b> | 473          | 740          | 610        | 1823         |
|                               | <b>%</b>     | 29.20%       | 48.70%       | 58.80%     | 43.60%       |
| <b>Total</b>                  | <b>Count</b> | 1621         | 1518         | 1038       | 4177         |
|                               | <b>%</b>     | 100.00%      | 100.00%      | 100.00%    | 100.00%      |

Table 27 shows that the responses our respondents provided to Q2 ('To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied considerably across their ages. Younger respondents were more likely to think that outside factors were either somehow or mostly responsible for what happened, whereas older respondents were more likely to think that outside factors were either not responsible or slightly responsible for what happened. The results of a test we performed to compare the responses we collected across ages confirmed that these differences were statistically significant (see Annex B).

**Table 27: Responses to Q2 (extent to which outside factors were responsible) by respondent's age**

|   |              | <b>18-39</b> | <b>40-59</b> | <b>60+</b> | <b>Total</b> |
|---|--------------|--------------|--------------|------------|--------------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 123          | 248          | 249        | 620          |
|   | <b>%</b>     | 7.60%        | 16.40%       | 24.00%     | 14.90%       |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 455          | 486          | 364        | 1305         |
|   | <b>%</b>     | 28.10%       | 32.10%       | 35.10%     | 31.30%       |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> | 569          | 447          | 253        | 1269         |
|   | <b>%</b>     | 35.10%       | 29.50%       | 24.40%     | 30.40%       |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> | 405          | 245          | 122        | 772          |
|   | <b>%</b>     | 25.00%       | 16.20%       | 11.80%     | 18.50%       |
| <b>Outside factors totally responsible</b>    | <b>Count</b> | 67           | 87           | 49         | 203          |
|   | <b>%</b>     | 4.10%        | 5.80%        | 4.70%      | 4.90%        |
| <b>Total</b>                                  | <b>Count</b> | 1619         | 1513         | 1037       | 4169         |
|   | <b>%</b>     | 100.00%      | 100.00%      | 100.00%    | 100.00%      |

Table 28 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the



future?') did not substantially vary across their ages. Although older respondents were more likely to think that the solicitor in the scenario was very unlikely to behave in the same way in the future than younger respondents, the results of a test we performed to compare the responses we collected across ages showed that the differences we observed were not statistically significant (see Annex B).

**Table 28: Responses to Q3 (likely to behave in the same way in the future) by respondent's age**

|                                    |              | 18-39   | 40-59   | 60+     | Total   |
|------------------------------------|--------------|---------|---------|---------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 643     | 609     | 448     | 1700    |
|                                    | <b>%</b>     | 40.20%  | 40.80%  | 44.00%  | 41.40%  |
| <b>Unlikely</b>                    | <b>Count</b> | 547     | 515     | 309     | 1371    |
|                                    | <b>%</b>     | 34.20%  | 34.50%  | 30.30%  | 33.40%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 134     | 115     | 88      | 337     |
|                                    | <b>%</b>     | 8.40%   | 7.70%   | 8.60%   | 8.20%   |
| <b>Likely</b>                      | <b>Count</b> | 194     | 169     | 113     | 476     |
|                                    | <b>%</b>     | 12.10%  | 11.30%  | 11.10%  | 11.60%  |
| <b>Very likely</b>                 | <b>Count</b> | 80      | 84      | 61      | 225     |
|                                    | <b>%</b>     | 5.00%   | 5.60%   | 6.00%   | 5.50%   |
| <b>Total</b>                       | <b>Count</b> | 1598    | 1492    | 1019    | 4109    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% |

Table 29 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied across their ages. In particular, younger respondents were more likely to agree with the statement in this question, while older respondents were more likely to strongly agree with this statement. The results of a test we performed to compare the responses we collected across ages confirmed that these differences were statistically significant (see Annex B).

**Table 29: Responses to Q4 (extent to which events could have been prevented) by respondent's age**

|                                   |              | 18-39   | 40-59   | 60+     | Total   |
|-----------------------------------|--------------|---------|---------|---------|---------|
| <b>Strongly disagree</b>          | <b>Count</b> | 10      | 10      | 9       | 29      |
|                                   | <b>%</b>     | 0.60%   | 0.70%   | 0.90%   | 0.70%   |
| <b>Disagree</b>                   | <b>Count</b> | 41      | 11      | 3       | 55      |
|                                   | <b>%</b>     | 2.50%   | 0.70%   | 0.30%   | 1.30%   |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 74      | 34      | 14      | 122     |
|                                   | <b>%</b>     | 4.60%   | 2.20%   | 1.40%   | 2.90%   |
| <b>Agree</b>                      | <b>Count</b> | 554     | 361     | 152     | 1067    |
|                                   | <b>%</b>     | 34.20%  | 23.80%  | 14.70%  | 25.60%  |
| <b>Strongly agree</b>             | <b>Count</b> | 940     | 1100    | 859     | 2899    |
|                                   | <b>%</b>     | 58.10%  | 72.60%  | 82.80%  | 69.50%  |
| <b>Total</b>                      | <b>Count</b> | 1619    | 1516    | 1037    | 4172    |
|                                   | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% |

Table 30 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') did not substantially vary across their ages, with most of our respondents being either likely or very likely to take the complaint further and report the solicitor in the scenario to the regulator of solicitors. The results of a test we performed to compare the responses we collected across ages confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 30: Responses to Q5 (likelihood of reporting to the SRA) by respondent's age**



|                                    |              | 18-39   | 40-59   | 60+     | Total   |
|------------------------------------|--------------|---------|---------|---------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 28      | 21      | 25      | 74      |
|                                    | <b>%</b>     | 1.70%   | 1.40%   | 2.40%   | 1.80%   |
| <b>Unlikely</b>                    | <b>Count</b> | 166     | 185     | 96      | 447     |
|                                    | <b>%</b>     | 10.30%  | 12.40%  | 9.40%   | 10.80%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 173     | 186     | 141     | 500     |
|                                    | <b>%</b>     | 10.80%  | 12.40%  | 13.80%  | 12.10%  |
| <b>Likely</b>                      | <b>Count</b> | 659     | 541     | 408     | 1608    |
|                                    | <b>%</b>     | 41.00%  | 36.20%  | 39.90%  | 39.00%  |
| <b>Very likely</b>                 | <b>Count</b> | 581     | 563     | 353     | 1497    |
|                                    | <b>%</b>     | 36.20%  | 37.60%  | 34.50%  | 36.30%  |
| <b>Total</b>                       | <b>Count</b> | 1607    | 1496    | 1023    | 4126    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% |

### Detailed analysis by respondents' employment status

Table 31 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied quite considerably across their employment statuses. While respondents in full- or part-time jobs were more likely to think that the solicitor in the scenario is totally responsible for what happened, respondents who are about to start a new job or unemployed were more likely to think that the solicitor in the scenario was mostly responsible for what happened. The results of a test we performed to compare the responses we collected across employment statuses confirmed that the differences we observed were statistically significant (see Annex B).

**Table 31: Responses to Q1 (responsibility for what happened) by respondent's employment status**

|                               |              | Not in paid work | Unemployed | Part-time | Full-time | Other   | Due to start a new job | Total   |
|-------------------------------|--------------|------------------|------------|-----------|-----------|---------|------------------------|---------|
| <b>Not responsible at all</b> | <b>Count</b> | 5                | 6          | 10        | 18        | 1       | 0                      | 40      |
|                               | <b>%</b>     | 0.70%            | 4.30%      | 1.60%     | 1.00%     | 0.90%   | 0.00%                  | 1.20%   |
| <b>Slightly responsible</b>   | <b>Count</b> | 31               | 11         | 35        | 116       | 8       | 1                      | 202     |
|                               | <b>%</b>     | 4.30%            | 7.80%      | 5.50%     | 6.70%     | 7.30%   | 4.50%                  | 6.00%   |
| <b>Somewhat responsible</b>   | <b>Count</b> | 87               | 41         | 111       | 333       | 26      | 6                      | 604     |
|                               | <b>%</b>     | 12.00%           | 29.10%     | 17.50%    | 19.20%    | 23.60%  | 27.30%                 | 17.90%  |
| <b>Mostly responsible</b>     | <b>Count</b> | 212              | 50         | 180       | 535       | 41      | 9                      | 1027    |
|                               | <b>%</b>     | 29.20%           | 35.50%     | 28.40%    | 30.80%    | 37.30%  | 40.90%                 | 30.50%  |
| <b>Totally responsible</b>    | <b>Count</b> | 390              | 33         | 297       | 733       | 34      | 6                      | 1493    |
|                               | <b>%</b>     | 53.80%           | 23.40%     | 46.90%    | 42.20%    | 30.90%  | 27.30%                 | 44.40%  |
| <b>Total</b>                  | <b>Count</b> | 725              | 141        | 633       | 1735      | 110     | 22                     | 3366    |
|                               | <b>%</b>     | 100.00%          | 100.00%    | 100.00%   | 100.00%   | 100.00% | 100.00%                | 100.00% |

Table 32 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied quite considerably across their employment statuses. While respondents in full- or part-time jobs were more likely to think that factors outside of the control of the solicitor in the scenario were either somewhat or mostly responsible for what happened, respondents who were about to start a new job or unemployed were more likely to think that factors outside of the control of the solicitor in the scenario were totally responsible for what happened. The results of a test we performed to compare the responses we collected across employment statuses confirmed that the differences we observed were statistically significant (see Annex B).

**Table 32: Responses to Q2 (extent to which outside factors were responsible) by respondent's employment status**



|   |              | <b>Not in<br/>paid<br/>work</b> | <b>Unemployed</b> | <b>Part-<br/>time</b> | <b>Full-<br/>time</b> | <b>Other</b> | <b>Due to<br/>start a<br/>new job</b> | <b>Total</b> |
|---|--------------|---------------------------------|-------------------|-----------------------|-----------------------|--------------|---------------------------------------|--------------|
| <b>Outside<br/>factors not<br/>responsible<br/>at all</b> | <b>Count</b> | 123                             | 10                | 105                   | 258                   | 14           | 1                                     | 511          |
|   | <b>%</b>     | 17.00%                          | 7.10%             | 16.60%                | 14.90%                | 12.80%       | 4.50%                                 | 15.20%       |
| <b>Outside<br/>factors<br/>slightly<br/>responsible</b>   | <b>Count</b> | 267                             | 37                | 193                   | 530                   | 23           | 7                                     | 1057         |
|   | <b>%</b>     | 36.80%                          | 26.20%            | 30.50%                | 30.60%                | 21.10%       | 31.80%                                | 31.40%       |
| <b>Outside<br/>factors<br/>somewhat<br/>responsible</b>   | <b>Count</b> | 203                             | 41                | 188                   | 532                   | 47           | 5                                     | 1016         |
|   | <b>%</b>     | 28.00%                          | 29.10%            | 29.70%                | 30.70%                | 43.10%       | 22.70%                                | 30.20%       |
| <b>Outside<br/>factors<br/>mostly<br/>responsible</b>     | <b>Count</b> | 98                              | 45                | 107                   | 339                   | 16           | 8                                     | 613          |
|   | <b>%</b>     | 13.50%                          | 31.90%            | 16.90%                | 19.60%                | 14.70%       | 36.40%                                | 18.20%       |
| <b>Outside<br/>factors<br/>totally<br/>responsible</b>    | <b>Count</b> | 34                              | 8                 | 40                    | 72                    | 9            | 1                                     | 164          |
|   | <b>%</b>     | 4.70%                           | 5.70%             | 6.30%                 | 4.20%                 | 8.30%        | 4.50%                                 | 4.90%        |
| <b>Total</b>  | <b>Count</b> | 725                             | 141               | 633                   | 1731                  | 109          | 22                                    | 3361         |
|   | <b>%</b>     | 100.00%                         | 100.00%           | 100.00%               | 100.00%               | 100.00%      | 100.00%                               | 100.00%      |

Table 33 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') did not vary substantially across their employment statuses. Respondents who were about to start a new job or unemployed were slightly more likely to think that the solicitor in the scenario would not behave in the same way in the future, while full-time employees were slightly more likely to think that the solicitor in the scenario would behave in the same way in the future. The results of a test we performed to compare the responses we collected across employment statuses, however, showed that these differences were not statistically significant (see Annex B).

**Table 33: Responses to Q3 (likely to behave in the same way in the future) by respondent's employment status**

|  |              | <b>Not in<br/>paid<br/>work</b> | <b>Unemployed</b> | <b>Part-<br/>time</b> | <b>Full-<br/>time</b> | <b>Other</b> | <b>Due to<br/>start a<br/>new job</b> | <b>Total</b> |
|--|--------------|---------------------------------|-------------------|-----------------------|-----------------------|--------------|---------------------------------------|--------------|
| <b>Very<br/>unlikely</b>                   | <b>Count</b> | 309                             | 52                | 266                   | 701                   | 44           | 11                                    | 1383         |
|  | <b>%</b>     | 43.50%                          | 38.80%            | 42.60%                | 41.00%                | 40.00%       | 50.00%                                | 41.80%       |
| <b>Unlikely</b>                            | <b>Count</b> | 231                             | 51                | 194                   | 582                   | 38           | 8                                     | 1104         |
|  | <b>%</b>     | 32.50%                          | 38.10%            | 31.00%                | 34.10%                | 34.50%       | 36.40%                                | 33.40%       |
| <b>Neither<br/>likely nor<br/>unlikely</b> | <b>Count</b> | 55                              | 12                | 57                    | 116                   | 8            | 0                                     | 248          |
|  | <b>%</b>     | 7.70%                           | 9.00%             | 9.10%                 | 6.80%                 | 7.30%        | 0.00%                                 | 7.50%        |
| <b>Likely</b>                              | <b>Count</b> | 76                              | 15                | 68                    | 225                   | 14           | 2                                     | 400          |
|  | <b>%</b>     | 10.70%                          | 11.20%            | 10.90%                | 13.20%                | 12.70%       | 9.10%                                 | 12.10%       |
| <b>Very likely</b>                         | <b>Count</b> | 39                              | 4                 | 40                    | 85                    | 6            | 1                                     | 175          |
|  | <b>%</b>     | 5.50%                           | 3.00%             | 6.40%                 | 5.00%                 | 5.50%        | 4.50%                                 | 5.30%        |
| <b>Total</b>                               | <b>Count</b> | 710                             | 134               | 625                   | 1709                  | 110          | 22                                    | 3310         |
|  | <b>%</b>     | 100.00%                         | 100.00%           | 100.00%               | 100.00%               | 100.00%      | 100.00%                               | 100.00%      |

Table 34 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied quite considerably across their employment statuses. Respondents who were about to start a new job were the



least likely to agree with the statement in the question, while respondents not in paid work (e.g., homemakers, retired or disabled) were the most likely to agree with this statement. The results of a test we performed to compare the responses we collected across employment statuses confirmed that the differences we observed were statistically significant (see Annex B).

**Table 34: Responses to Q4 (extent to which events could have been prevented) by respondent's employment status**

|                                   |              | Not in paid work | Unemployed | Part-time | Full-time | Other   | Due to start a new job | Total   |
|-----------------------------------|--------------|------------------|------------|-----------|-----------|---------|------------------------|---------|
| <b>Strongly disagree</b>          | <b>Count</b> | 7                | 0          | 3         | 12        | 0       | 0                      | 22      |
|                                   | <b>%</b>     | 1.00%            | 0.00%      | 0.50%     | 0.70%     | 0.00%   | 0.00%                  | 0.70%   |
| <b>Disagree</b>                   | <b>Count</b> | 5                | 7          | 16        | 16        | 4       | 0                      | 48      |
|                                   | <b>%</b>     | 0.70%            | 5.00%      | 2.50%     | 0.90%     | 3.60%   | 0.00%                  | 1.40%   |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 20               | 7          | 14        | 54        | 2       | 2                      | 99      |
|                                   | <b>%</b>     | 2.80%            | 5.00%      | 2.20%     | 3.10%     | 1.80%   | 9.10%                  | 2.90%   |
| <b>Agree</b>                      | <b>Count</b> | 123              | 55         | 158       | 451       | 35      | 12                     | 834     |
|                                   | <b>%</b>     | 17.00%           | 39.00%     | 25.00%    | 26.00%    | 31.80%  | 54.50%                 | 24.80%  |
| <b>Strongly agree</b>             | <b>Count</b> | 568              | 72         | 442       | 1201      | 69      | 8                      | 2360    |
|                                   | <b>%</b>     | 78.60%           | 51.10%     | 69.80%    | 69.30%    | 62.70%  | 36.40%                 | 70.20%  |
| <b>Total</b>                      | <b>Count</b> | 723              | 141        | 633       | 1734      | 110     | 22                     | 3363    |
|                                   | <b>%</b>     | 100.00%          | 100.00%    | 100.00%   | 100.00%   | 100.00% | 100.00%                | 100.00% |

Table 35 show that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') varied slightly across their employment statuses. Respondents who were about to start a new job or were unemployed were the least likely to take the complaint further and report the solicitor in the scenario to the regulator of solicitors. The results of a test we performed to compare the responses we collected across employment statuses confirmed that the differences we observed were statistically significant (see Annex B).

**Table 35: Responses to Q5 (likelihood of reporting to the SRA) by respondent's employment status**

|                                    |              | Not in paid work | Unemployed | Part-time | Full-time | Other   | Due to start a new job | Total   |
|------------------------------------|--------------|------------------|------------|-----------|-----------|---------|------------------------|---------|
| <b>Very unlikely</b>               | <b>Count</b> | 14               | 5          | 10        | 30        | 2       | 0                      | 61      |
|                                    | <b>%</b>     | 2.00%            | 3.50%      | 1.60%     | 1.70%     | 1.80%   | 0.00%                  | 1.80%   |
| <b>Unlikely</b>                    | <b>Count</b> | 74               | 19         | 73        | 168       | 14      | 4                      | 352     |
|                                    | <b>%</b>     | 10.40%           | 13.50%     | 11.70%    | 9.80%     | 12.80%  | 18.20%                 | 10.60%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 100              | 17         | 75        | 186       | 10      | 2                      | 390     |
|                                    | <b>%</b>     | 14.00%           | 12.10%     | 12.00%    | 10.80%    | 9.20%   | 9.10%                  | 11.70%  |
| <b>Likely</b>                      | <b>Count</b> | 290              | 59         | 232       | 653       | 50      | 11                     | 1295    |
|                                    | <b>%</b>     | 40.60%           | 41.80%     | 37.20%    | 38.10%    | 45.90%  | 50.00%                 | 39.00%  |
| <b>Very likely</b>                 | <b>Count</b> | 236              | 41         | 233       | 678       | 33      | 5                      | 1226    |
|                                    | <b>%</b>     | 33.10%           | 29.10%     | 37.40%    | 39.50%    | 30.30%  | 22.70%                 | 36.90%  |
| <b>Total</b>                       | <b>Count</b> | 714              | 141        | 623       | 1715      | 109     | 22                     | 3324    |
|                                    | <b>%</b>     | 100.00%          | 100.00%    | 100.00%   | 100.00%   | 100.00% | 100.00%                | 100.00% |

## [7. Results by experience of, satisfaction with, and knowledge of the legal industry](#)

### **Overview of the results**



The responses provided varied across levels of experience of, satisfaction with, and knowledge of the legal industry.

Respondents with different levels of satisfaction with the legal industry attributed responsibility for potential misconduct differently, but this was not reflected in an increased likelihood to report the potential misconduct to the SRA.

Respondents with different levels of experience and knowledge of the legal industry, on the contrary, not only attributed responsibility for potential misconduct differently. They also varied in their likelihood to report this potential misconduct to the SRA.

### Detailed analysis by respondents' level of experience of the legal industry

Table 36 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied quite considerably across their levels of experience of the legal industry. Respondents with a higher level of experience were more likely to think that the solicitor in the scenario was totally responsible for what happened. The results of a test we performed to compare the responses we collected across our respondents' levels of experience of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 36: Responses to Q1 (responsibility for what happened) by respondent's level of experience of the legal industry**

|                               |              | Yes     | No      | Prefer not to say | Total   |
|-------------------------------|--------------|---------|---------|-------------------|---------|
| <b>Not responsible at all</b> | <b>Count</b> | 23      | 23      | 1                 | 47      |
|                               | <b>%</b>     | 0.80%   | 1.70%   | 2.00%             | 1.10%   |
| <b>Slightly responsible</b>   | <b>Count</b> | 130     | 121     | 1                 | 252     |
|                               | <b>%</b>     | 4.70%   | 9.00%   | 2.00%             | 6.10%   |
| <b>Somewhat responsible</b>   | <b>Count</b> | 408     | 338     | 15                | 761     |
|                               | <b>%</b>     | 14.80%  | 25.20%  | 30.00%            | 18.40%  |
| <b>Mostly responsible</b>     | <b>Count</b> | 798     | 446     | 18                | 1262    |
|                               | <b>%</b>     | 29.00%  | 33.30%  | 36.00%            | 30.50%  |
| <b>Totally responsible</b>    | <b>Count</b> | 1389    | 411     | 15                | 1815    |
|                               | <b>%</b>     | 50.50%  | 30.70%  | 30.00%            | 43.90%  |
| <b>Total</b>                  | <b>Count</b> | 2748    | 1339    | 50                | 4137    |
|                               | <b>%</b>     | 100.00% | 100.00% | 100.00%           | 100.00% |

Table 37 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied again quite considerably across their levels of experience of the legal industry. Respondents with a higher level of experience were more likely to think that factors outside of the control of the solicitor in the scenario were either somewhat or mostly responsible for what happened, while respondents with a lower level of experience were more likely to think that factors outside of the control of the solicitor in the scenario were either not responsible or only slightly responsible for what happened. The results of a test we performed to compare the responses we collected across our respondents' levels of experience of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 37: Responses to Q2 (extent to which outside factors were responsible) by respondent's level of experience of the legal industry**

|   |              | Yes    | No     | Prefer not to say | Total  |
|---|--------------|--------|--------|-------------------|--------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 490    | 121    | 5                 | 616    |
|   | <b>%</b>     | 17.90% | 9.10%  | 10.00%            | 14.90% |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 891    | 396    | 12                | 1299   |
|   | <b>%</b>     | 32.50% | 29.60% | 24.00%            | 31.50% |



|   |                   |         |         |         |
|---|-------------------|---------|---------|---------|
| <b>Outside factors somewhat responsible</b> | <b>Count</b> 809  | 428     | 19      | 1256    |
|   | %                 | 29.50%  | 32.00%  | 38.00%  |
| <b>Outside factors mostly responsible</b>   | <b>Count</b> 411  | 336     | 12      | 759     |
|   | %                 | 15.00%  | 25.10%  | 24.00%  |
| <b>Outside factors totally responsible</b>  | <b>Count</b> 142  | 55      | 2       | 199     |
|   | %                 | 5.20%   | 4.10%   | 4.00%   |
| <b>Total</b>                                | <b>Count</b> 2743 | 1336    | 50      | 4129    |
|   | %                 | 100.00% | 100.00% | 100.00% |

Table 38 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') did not vary substantially across their levels of experience of the legal industry. The results of a test we performed to compare the responses we collected across our respondents' levels of experience of the legal industry confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 38: Responses to Q3 (likely to behave in the same way in the future) by respondent's level of experience of the legal industry**

|                                    | <b>Yes</b>        | <b>No</b> | <b>Prefer not to say</b> | <b>Total</b> |
|------------------------------------|-------------------|-----------|--------------------------|--------------|
| <b>Very unlikely</b>               | <b>Count</b> 1102 | 559       | 21                       | 1682         |
|                                    | %                 | 40.80%    | 42.40%                   | 42.00%       |
| <b>Unlikely</b>                    | <b>Count</b> 892  | 448       | 17                       | 1357         |
|                                    | %                 | 33.00%    | 34.00%                   | 34.00%       |
| <b>Neither likely nor unlikely</b> | <b>Count</b> 232  | 100       | 2                        | 334          |
|                                    | %                 | 8.60%     | 7.60%                    | 4.00%        |
| <b>Likely</b>                      | <b>Count</b> 322  | 148       | 3                        | 473          |
|                                    | %                 | 11.90%    | 11.20%                   | 6.00%        |
| <b>Very likely</b>                 | <b>Count</b> 153  | 64        | 7                        | 224          |
|                                    | %                 | 5.70%     | 4.90%                    | 14.00%       |
| <b>Total</b>                       | <b>Count</b> 2701 | 1319      | 50                       | 4070         |
|                                    | %                 | 100.00%   | 100.00%                  | 100.00%      |

Table 39 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied quite substantially across their levels of experience of the legal industry. In particular, respondents with a higher level of experience were more likely to totally agree that the solicitor in the scenario could have prevented what happened, while respondents with a lower level of experience were more likely to either disagree or strongly disagree that the solicitor in the scenario could have prevented what happened. The results of a test we performed to compare the responses we collected across our respondents' levels of experience of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 39: Responses to Q4 (extent to which events could have been prevented) by respondent's level of experience of the legal industry**

|                                   | <b>Yes</b>        | <b>No</b> | <b>Prefer not to say</b> | <b>Total</b> |
|-----------------------------------|-------------------|-----------|--------------------------|--------------|
| <b>Strongly disagree</b>          | <b>Count</b> 17   | 11        | 1                        | 29           |
|                                   | %                 | 0.60%     | 0.80%                    | 2.00%        |
| <b>Disagree</b>                   | <b>Count</b> 26   | 28        | 0                        | 54           |
|                                   | %                 | 0.90%     | 2.10%                    | 0.00%        |
| <b>Neither agree nor disagree</b> | <b>Count</b> 65   | 50        | 4                        | 119          |
|                                   | %                 | 2.40%     | 3.70%                    | 8.00%        |
| <b>Agree</b>                      | <b>Count</b> 596  | 433       | 17                       | 1046         |
|                                   | %                 | 21.70%    | 32.30%                   | 34.00%       |
| <b>Strongly agree</b>             | <b>Count</b> 2039 | 817       | 28                       | 2884         |
|                                   | %                 | 74.30%    | 61.00%                   | 56.00%       |



|              |                   |         |         |         |
|--------------|-------------------|---------|---------|---------|
| <b>Total</b> | <b>Count</b> 2743 | 1339    | 50      | 4132    |
|              | <b>%</b> 100.00%  | 100.00% | 100.00% | 100.00% |

Table 40 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') varied, although quite slightly, across our respondents' levels of experience of the legal industry. Respondents with a higher level of experience were slightly more likely to take the complaint further and report the solicitor to the regulator of solicitors than respondents with a lower level of experience. The results of a test we performed to compare the responses we collected across our respondents' levels of experience of the legal industry confirmed that the differences we observed were statistically significant, although to a lesser extent than observed for Q1, Q2, and Q4 (see Annex B).

**Table 40: Responses to Q5 (likelihood of reporting to the SRA) by respondent's level of experience of the legal industry**

|                                    | <b>Yes</b>        | <b>No</b> | <b>Prefer not to say</b> | <b>Total</b> |
|------------------------------------|-------------------|-----------|--------------------------|--------------|
| <b>Very unlikely</b>               | <b>Count</b> 47   | 23        | 3                        | 73           |
|                                    | <b>%</b> 1.70%    | 1.70%     | 6.30%                    | 1.80%        |
| <b>Unlikely</b>                    | <b>Count</b> 284  | 155       | 3                        | 442          |
|                                    | <b>%</b> 10.50%   | 11.70%    | 6.30%                    | 10.80%       |
| <b>Neither likely nor unlikely</b> | <b>Count</b> 316  | 169       | 6                        | 491          |
|                                    | <b>%</b> 11.60%   | 12.80%    | 12.50%                   | 12.00%       |
| <b>Likely</b>                      | <b>Count</b> 1031 | 547       | 19                       | 1597         |
|                                    | <b>%</b> 38.00%   | 41.30%    | 39.60%                   | 39.10%       |
| <b>Very likely</b>                 | <b>Count</b> 1038 | 430       | 17                       | 1485         |
|                                    | <b>%</b> 38.20%   | 32.50%    | 35.40%                   | 36.30%       |
| <b>Total</b>                       | <b>Count</b> 2716 | 1324      | 48                       | 4088         |
|                                    | <b>%</b> 100.00%  | 100.00%   | 100.00%                  | 100.00%      |

#### **Detailed analysis by respondent's level of satisfaction with the legal industry**

Table 41 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied quite considerably across their levels of satisfaction with the legal industry. Respondents who were very satisfied were the least likely to think that the solicitor in the scenario was totally responsible for what happened and the most likely to think that the solicitor in the scenario was either not responsible at all or only slightly responsible for what happened. The results of a test we performed to compare the responses we collected across our respondents' levels of satisfaction with the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 41: Responses to Q1 (responsibility for what happened) by respondent's level of satisfaction with the legal industry**

|                               | <b>Very satisfied</b> | <b>Satisfied</b> | <b>Neither satisfied nor dissatisfied</b> | <b>Dissatisfied</b> | <b>Very dissatisfied</b> | <b>Total</b> |
|-------------------------------|-----------------------|------------------|---|---------------------|--------------------------|--------------|
| <b>Not responsible at all</b> | <b>Count</b> 0        | 3                | 3   | 12                  | 5                        | 23           |
|                               | <b>%</b> 0.00%        | 1.60%            | 0.90%                                     | 1.00%               | 0.50%                    | 0.80%        |
| <b>Slightly responsible</b>   | <b>Count</b> 2        | 9                | 17  | 62                  | 39                       | 129          |
|                               | <b>%</b> 3.20%        | 4.90%            | 5.20%                                     | 5.10%               | 4.10%                    | 4.70%        |
| <b>Somewhat responsible</b>   | <b>Count</b> 11       | 31               | 57  | 196                 | 113                      | 408          |
|                               | <b>%</b> 17.50%       | 16.80%           | 17.40%                                    | 16.10%              | 12.00%                   | 14.90%       |
| <b>Mostly responsible</b>     | <b>Count</b> 16       | 50               | 86  | 383                 | 261                      | 796          |
|                               | <b>%</b> 25.40%       | 27.20%           | 26.20%                                    | 31.40%              | 27.60%                   | 29.10%       |



|                            |              |         |         |         |         |         |         |
|----------------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Totally responsible</b> | <b>Count</b> | 34      | 91      | 165     | 568     | 526     | 1384    |
|                            | <b>%</b>     | 54.00%  | 49.50%  | 50.30%  | 46.50%  | 55.70%  | 50.50%  |
| <b>Total</b>               | <b>Count</b> | 63      | 184     | 328     | 1221    | 944     | 2740    |
|                            | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 42 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') did not vary substantially across their levels of satisfaction with the legal industry. The results of a test we performed to compare the responses we collected across our respondents' levels of satisfaction with the legal industry confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 42: Responses to Q2 (extent to which outside factors were responsible) by respondent's level of satisfaction with the legal industry**

|   |              | <b>Very satisfied</b> | <b>Satisfied</b> | <b>Neither satisfied nor dissatisfied</b> | <b>Dissatisfied</b> | <b>Very dissatisfied</b> | <b>Total</b> |
|---|--------------|-----------------------|------------------|---|---------------------|--------------------------|--------------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 17                    | 30               | 57  | 198                 | 186                      | 488          |
|   | <b>%</b>     | 27.00%                | 16.30%           | 17.50%                                    | 16.20%              | 19.70%                   | 17.80%       |
| <b>Outside factors slightly responsible</b>   | <b>Count</b> | 9                     | 63               | 106                                       | 395                 | 312                      | 885          |
|   | <b>%</b>     | 14.30%                | 34.20%           | 32.50%                                    | 32.40%              | 33.10%                   | 32.40%       |
| <b>Outside factors somewhat responsible</b>   | <b>Count</b> | 21                    | 50               | 101                                       | 389                 | 248                      | 809          |
|   | <b>%</b>     | 33.30%                | 27.20%           | 31.00%                                    | 31.90%              | 26.30%                   | 29.60%       |
| <b>Outside factors mostly responsible</b>     | <b>Count</b> | 9                     | 30               | 46  | 187                 | 139                      | 411          |
|   | <b>%</b>     | 14.30%                | 16.30%           | 14.10%                                    | 15.30%              | 14.80%                   | 15.00%       |
| <b>Outside factors totally responsible</b>    | <b>Count</b> | 7                     | 11               | 16  | 51                  | 57                       | 142          |
|   | <b>%</b>     | 11.10%                | 6.00%            | 4.90%                                     | 4.20%               | 6.10%                    | 5.20%        |
| <b>Total</b>                                  | <b>Count</b> | 63                    | 184              | 326                                       | 1220                | 942                      | 2735         |
|   | <b>%</b>     | 100.00%               | 100.00%          | 100.00%                                   | 100.00%             | 100.00%                  | 100.00%      |

Table 43 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') varied across their levels of satisfaction with the legal industry. In particular, the more dissatisfied our respondents were, the more likely they were to think that the solicitor in the scenario would be unlikely – rather than very unlikely – to behave in the same way in the future. The results of a test we performed to compare the responses we collected across our respondents' levels of satisfaction with the legal industry confirmed that the differences we observed are statistically significant, although to a lesser extent than observed for Q1 (see Annex B).

**Table 43: Responses to Q3 (likely to behave in the same way in the future) by respondent's level of satisfaction with the legal industry**

|                      |              | <b>Very satisfied</b> | <b>Satisfied</b> | <b>Neither satisfied nor dissatisfied</b> | <b>Dissatisfied</b> | <b>Very dissatisfied</b> | <b>Total</b> |
|----------------------|--------------|-----------------------|------------------|---|---------------------|--------------------------|--------------|
| <b>Very unlikely</b> | <b>Count</b> | 27                    | 75               | 107                                       | 467                 | 424                      | 1100         |
|                      | <b>%</b>     | 45.80%                | 41.20%           | 33.20%                                    | 38.80%              | 45.70%                   | 40.80%       |



|                                    |              |         |         |         |         |         |         |
|------------------------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Unlikely</b>                    | <b>Count</b> | 15      | 51      | 115     | 435     | 274     | 890     |
|                                    | <b>%</b>     | 25.40%  | 28.00%  | 35.70%  | 36.10%  | 29.50%  | 33.00%  |
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 4       | 20      | 32      | 109     | 66      | 231     |
|                                    | <b>%</b>     | 6.80%   | 11.00%  | 9.90%   | 9.10%   | 7.10%   | 8.60%   |
| <b>Likely</b>                      | <b>Count</b> | 4       | 28      | 41      | 141     | 107     | 321     |
|                                    | <b>%</b>     | 6.80%   | 15.40%  | 12.70%  | 11.70%  | 11.50%  | 11.90%  |
| <b>Very likely</b>                 | <b>Count</b> | 9       | 8       | 27      | 52      | 57      | 153     |
|                                    | <b>%</b>     | 15.30%  | 4.40%   | 8.40%   | 4.30%   | 6.10%   | 5.70%   |
| <b>Total</b>                       | <b>Count</b> | 59      | 182     | 322     | 1204    | 928     | 2695    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 44 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied rather substantially across their levels of satisfaction with the legal industry. In particular, respondents who were very dissatisfied strongly agreed more with the statement in the question than other respondents. The results of a test we performed to compare the responses we collected across our respondents' levels of satisfaction with the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 44: Responses to Q4 (extent to which events could have been prevented) by respondent's level of satisfaction with the legal industry**

|                                   |              | <b>Very satisfied</b> | <b>Satisfied</b> | <b>Neither satisfied nor dissatisfied</b> | <b>Dissatisfied</b> | <b>Very dissatisfied</b> | <b>Total</b> |
|-----------------------------------|--------------|-----------------------|------------------|---|---------------------|--------------------------|--------------|
| <b>Strongly disagree</b>          | <b>Count</b> | 0                     | 1                | 1   | 7                   | 8                        | 17           |
|                                   | <b>%</b>     | 0.00%                 | 0.50%            | 0.30%                                     | 0.60%               | 0.90%                    | 0.60%        |
| <b>Disagree</b>                   | <b>Count</b> | 0                     | 4                | 3   | 12                  | 7                        | 26           |
|                                   | <b>%</b>     | 0.00%                 | 2.20%            | 0.90%                                     | 1.00%               | 0.70%                    | 1.00%        |
| <b>Neither agree nor disagree</b> | <b>Count</b> | 2                     | 3                | 14  | 34                  | 12                       | 65           |
|                                   | <b>%</b>     | 3.20%                 | 1.60%            | 4.30%                                     | 2.80%               | 1.30%                    | 2.40%        |
| <b>Agree</b>                      | <b>Count</b> | 14                    | 41               | 72  | 310                 | 157                      | 594          |
|                                   | <b>%</b>     | 22.20%                | 22.30%           | 22.00%                                    | 25.40%              | 16.70%                   | 21.70%       |
| <b>Strongly agree</b>             | <b>Count</b> | 47                    | 135              | 238                                       | 857                 | 756                      | 2033         |
|                                   | <b>%</b>     | 74.60%                | 73.40%           | 72.60%                                    | 70.20%              | 80.40%                   | 74.30%       |
| <b>Total</b>                      | <b>Count</b> | 63                    | 184              | 328                                       | 1220                | 940                      | 2735         |
|                                   | <b>%</b>     | 100.00%               | 100.00%          | 100.00%                                   | 100.00%             | 100.00%                  | 100.00%      |

Table 45 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') were rather similar across our respondents' levels of satisfaction with the legal industry. The results of a test we performed to compare the responses we collected across our respondents' levels of satisfaction with the legal industry confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 45: Responses to Q5 (likelihood of reporting to the SRA) by respondent's level of satisfaction with the legal industry**

|                      |              | <b>Very satisfied</b> | <b>Satisfied</b> | <b>Neither satisfied nor dissatisfied</b> | <b>Dissatisfied</b> | <b>Very dissatisfied</b> | <b>Total</b> |
|----------------------|--------------|-----------------------|------------------|---|---------------------|--------------------------|--------------|
| <b>Very unlikely</b> | <b>Count</b> | 0                     | 3                | 7   | 23                  | 14                       | 47           |
|                      | <b>%</b>     | 0.00%                 | 1.60%            | 2.20%                                     | 1.90%               | 1.50%                    | 1.70%        |
| <b>Unlikely</b>      | <b>Count</b> | 8                     | 27               | 23  | 133                 | 92                       | 283          |
|                      | <b>%</b>     | 12.70%                | 14.80%           | 7.10%                                     | 11.00%              | 9.90%                    | 10.50%       |



|                                    |              |         |         |         |         |         |         |
|------------------------------------|--------------|---------|---------|---------|---------|---------|---------|
| <b>Neither likely nor unlikely</b> | <b>Count</b> | 7       | 26      | 57      | 134     | 91      | 315     |
|                                    | <b>%</b>     | 11.10%  | 14.30%  | 17.60%  | 11.10%  | 9.70%   | 11.60%  |
| <b>Likely</b>                      | <b>Count</b> | 23      | 58      | 123     | 469     | 356     | 1029    |
|                                    | <b>%</b>     | 36.50%  | 31.90%  | 38.10%  | 38.90%  | 38.10%  | 38.00%  |
| <b>Very likely</b>                 | <b>Count</b> | 25      | 68      | 113     | 447     | 381     | 1034    |
|                                    | <b>%</b>     | 39.70%  | 37.40%  | 35.00%  | 37.10%  | 40.80%  | 38.20%  |
| <b>Total</b>                       | <b>Count</b> | 63      | 182     | 323     | 1206    | 934     | 2708    |
|                                    | <b>%</b>     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

#### Detailed analysis by respondents' level of knowledge of the legal industry

Table 46 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') varied across their levels of knowledge of the legal industry, with respondents with a poorer legal knowledge being the least likely to think that the solicitor in the scenario was totally responsible for what happened. The results of a test we performed to compare the responses we collected across our respondents' levels of knowledge of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 46: Responses to Q1 (responsibility for what happened) by respondent's level of knowledge of the legal industry**

|                             |              | <b>Strongly disagree</b> | <b>Disagree</b> | <b>Neither agree nor disagree</b> | <b>Agree</b> | <b>Strongly agree</b> | <b>Total</b> |
|-----------------------------|--------------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|--------------|
| <b>Not responsible</b>      | <b>Count</b> | 3                        | 17              | 9                                 | 18           | 0                     | 47           |
|                             | <b>%</b>     | 1.10%                    | 1.20%           | 0.60%                             | 2.00%        | 0.00%                 | 1.10%        |
|                             | <b>Count</b> | 24                       | 107             | 74                                | 46           | 3                     | 254          |
|                             | <b>%</b>     | 9.20%                    | 7.50%           | 5.10%                             | 5.00%        | 2.60%                 | 6.10%        |
| <b>Somewhat responsible</b> | <b>Count</b> | 40                       | 306             | 254                               | 158          | 16                    | 774          |
|                             | <b>%</b>     | 15.30%                   | 21.40%          | 17.50%                            | 17.20%       | 14.00%                | 18.60%       |
| <b>Mostly responsible</b>   | <b>Count</b> | 80                       | 475             | 437                               | 255          | 28                    | 1275         |
|                             | <b>%</b>     | 30.70%                   | 33.30%          | 30.10%                            | 27.80%       | 24.60%                | 30.60%       |
| <b>Totally responsible</b>  | <b>Count</b> | 114                      | 522             | 678                               | 439          | 67                    | 1820         |
|                             | <b>%</b>     | 43.70%                   | 36.60%          | 46.70%                            | 47.90%       | 58.80%                | 43.60%       |
| <b>Total</b>                | <b>Count</b> | 261                      | 1427            | 1452                              | 916          | 114                   | 4170         |
|                             | <b>%</b>     | 100.00%                  | 100.00%         | 100.00%                           | 100.00%      | 100.00%               | 100.00%      |

Table 47 shows that the responses our respondents provided to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') varied across their levels of knowledge of the legal industry. Respondents with a better legal knowledge were more likely to think that outside factors were totally responsible for what happened than respondents with a poorer legal knowledge. Respondents with a poorer legal knowledge, however, were more likely to think that outside factors were mostly responsible than respondents with a better legal knowledge. The results of a test we performed to compare the responses we collected across our respondents' levels of knowledge of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 47: Responses to Q2 (extent to which outside factors were responsible) by respondent's level of knowledge of the legal industry**

|   |              | <b>Strongly disagree</b> | <b>Disagree</b> | <b>Neither agree nor disagree</b> | <b>Agree</b> | <b>Strongly agree</b> | <b>Total</b> |
|---|--------------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|--------------|
| <b>Outside factors not responsible at all</b> | <b>Count</b> | 35                       | 180             | 223                               | 156          | 24                    | 618          |
|   | <b>%</b>     | 13.40%                   | 12.60%          | 15.40%                            | 17.00%       | 21.10%                | 14.80%       |



|                                      |       |         |         |         |         |         |         |
|--------------------------------------|-------|---------|---------|---------|---------|---------|---------|
| Outside factors slightly responsible | Count | 81      | 419     | 456     | 317     | 31      | 1304    |
|                                      | %     | 31.00%  | 29.40%  | 31.50%  | 34.60%  | 27.20%  | 31.30%  |
| Outside factors somewhat responsible | Count | 58      | 461     | 473     | 244     | 30      | 1266    |
|                                      | %     | 22.20%  | 32.40%  | 32.60%  | 26.70%  | 26.30%  | 30.40%  |
| Outside factors mostly responsible   | Count | 67      | 309     | 236     | 142     | 17      | 771     |
|                                      | %     | 25.70%  | 21.70%  | 16.30%  | 15.50%  | 14.90%  | 18.50%  |
| Outside factors totally responsible  | Count | 20      | 54      | 61      | 56      | 12      | 203     |
|                                      | %     | 7.70%   | 3.80%   | 4.20%   | 6.10%   | 10.50%  | 4.90%   |
| Total                                | Count | 261     | 1423    | 1449    | 915     | 114     | 4162    |
|                                      | %     | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

and Table 48 shows that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') varied only marginally across their levels of knowledge of the legal industry. Respondents with a poorer legal knowledge were slightly more likely to think that the solicitor in the scenario would be very unlikely to behave in the same way in the future than respondents with a better legal knowledge. Respondents with a better legal knowledge, however, were slightly more likely to think that the solicitor in the scenario would be very likely to behave in the same way in the future than other respondents. The results of a test we performed to compare the responses we collected across our respondents' levels of knowledge of the legal industry confirmed that the differences we observed were not statistically significant (see Annex B).

**Table 48: Responses to Q3 (likely to behave in the same way in the future) by respondent's level of knowledge of the legal industry**

|                             |       | Strongly disagree | Disagree | Neither agree nor disagree | Agree   | Strongly agree | Total   |
|-----------------------------|-------|-------------------|----------|----------------------------|---------|----------------|---------|
| Very unlikely               | Count | 122               | 563      | 580                        | 380     | 52             | 1697    |
|                             | %     | 47.80%            | 40.20%   | 40.50%                     | 42.10%  | 45.60%         | 41.40%  |
| Unlikely                    | Count | 81                | 511      | 456                        | 294     | 28             | 1370    |
|                             | %     | 31.80%            | 36.50%   | 31.90%                     | 32.60%  | 24.60%         | 33.40%  |
| Neither likely nor unlikely | Count | 13                | 106      | 155                        | 56      | 7              | 337     |
|                             | %     | 5.10%             | 7.60%    | 10.80%                     | 6.20%   | 6.10%          | 8.20%   |
| Likely                      | Count | 26                | 150      | 167                        | 114     | 16             | 473     |
|                             | %     | 10.20%            | 10.70%   | 11.70%                     | 12.60%  | 14.00%         | 11.50%  |
| Very likely                 | Count | 13                | 69       | 73                         | 59      | 11             | 225     |
|                             | %     | 5.10%             | 4.90%    | 5.10%                      | 6.50%   | 9.60%          | 5.50%   |
| Total                       | Count | 255               | 1399     | 1431                       | 903     | 114            | 4102    |
|                             | %     | 100.00%           | 100.00%  | 100.00%                    | 100.00% | 100.00%        | 100.00% |

Table 49 shows that the responses our respondents provided to Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') varied across their levels of knowledge of the legal industry. Respondents with a better legal knowledge agreed more with statement than respondents with a poorer legal knowledge. The results of a test we performed to compare the responses we collected across our respondents' levels of knowledge of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 49: Responses to Q4 (extent to which events could have been prevented) by respondent's level of knowledge of the legal industry**

|                   |       | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Total |
|-------------------|-------|-------------------|----------|----------------------------|-------|----------------|-------|
| Strongly disagree | Count | 1                 | 9        | 11                         | 8     | 0              | 29    |
|                   | %     | 0.40%             | 0.60%    | 0.80%                      | 0.90% | 0.00%          | 0.70% |



|                                   |                  |         |         |         |         |         |
|-----------------------------------|------------------|---------|---------|---------|---------|---------|
| <b>Disagree</b>                   | <b>Count</b> 5   | 17      | 18      | 12      | 3       | 55      |
|                                   | <b>%</b> 1.90%   | 1.20%   | 1.20%   | 1.30%   | 2.60%   | 1.30%   |
| <b>Neither agree nor disagree</b> | <b>Count</b> 10  | 40      | 46      | 24      | 2       | 122     |
|                                   | <b>%</b> 3.80%   | 2.80%   | 3.20%   | 2.60%   | 1.80%   | 2.90%   |
| <b>Agree</b>                      | <b>Count</b> 61  | 434     | 357     | 201     | 13      | 1066    |
|                                   | <b>%</b> 23.40%  | 30.50%  | 24.60%  | 22.00%  | 11.40%  | 25.60%  |
| <b>Strongly agree</b>             | <b>Count</b> 184 | 924     | 1019    | 670     | 96      | 2893    |
|                                   | <b>%</b> 70.50%  | 64.90%  | 70.20%  | 73.20%  | 84.20%  | 69.50%  |
| <b>Total</b>                      | <b>Count</b> 261 | 1424    | 1451    | 915     | 114     | 4165    |
|                                   | <b>%</b> 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Table 50 shows that the responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') varied across their levels of knowledge of the legal industry. Respondents with a better legal knowledge were more likely to take the complaint further and report the solicitor to the regulator of solicitors than respondents with a poorer legal knowledge. The results of a test we performed to compare the responses we collected across our respondents' levels of knowledge of the legal industry confirmed that the differences we observed were statistically significant (see Annex B).

**Table 50: Responses to Q5 (likelihood of reporting to the SRA) by respondent's level of knowledge of the legal industry**

|                             |       | Strongly disagree | Disagree | Neither agree nor disagree | Agree   | Strongly agree | Total   |
|-----------------------------|-------|-------------------|----------|----------------------------|---------|----------------|---------|
| Very unlikely               | Count | 7                 | 21       | 25                         | 16      | 5              | 74      |
|                             | %     | 2.70%             | 1.50%    | 1.70%                      | 1.80%   | 4.40%          | 1.80%   |
| Unlikely                    | Count | 41                | 198      | 116                        | 82      | 10             | 447     |
|                             | %     | 16.00%            | 14.00%   | 8.10%                      | 9.00%   | 8.80%          | 10.90%  |
| Neither likely nor unlikely | Count | 33                | 204      | 168                        | 87      | 7              | 499     |
|                             | %     | 12.90%            | 14.50%   | 11.70%                     | 9.60%   | 6.10%          | 12.10%  |
| Likely                      | Count | 92                | 565      | 562                        | 349     | 37             | 1605    |
|                             | %     | 35.90%            | 40.10%   | 39.30%                     | 38.40%  | 32.50%         | 39.00%  |
| Very likely                 | Count | 83                | 422      | 560                        | 374     | 55             | 1494    |
|                             | %     | 32.40%            | 29.90%   | 39.10%                     | 41.20%  | 48.20%         | 36.30%  |
| Total                       | Count | 256               | 1410     | 1431                       | 908     | 114            | 4119    |
|                             | %     | 100.00%           | 100.00%  | 100.00%                    | 100.00% | 100.00%        | 100.00% |

## 8. Conclusions

Our results showed that overall respondents did not attribute responsibility for the potential misconduct of a solicitor in the hypothetical scenario we used in our survey differently depending on the perceived ethnicity or gender of the solicitor who provided the service. Respondents were not more or less likely to attribute responsibility to outside factors (such as bad luck or unforeseeable circumstances) as opposed to factors within the control of the solicitors when the service was provided by Asian or Black solicitors than they were when the service was provided by White solicitors. Neither were they more or less likely to attribute responsibility to outside factors when the service was provided by female compared to male solicitors.

Respondents were also not more or less likely to believe that the solicitor who provided the service could have prevented what happened when the service was provided by White solicitors than they were when the service was provided by Asian or Black solicitors, or when the service was provided by female or male solicitors. And, although some respondents indicated that Asian and Black solicitors, as well as male solicitors, may be more likely than White and female solicitors respectively to behave in the same way in the future (in relation to the potential misconduct), they reported no difference in the likelihood about whether they would report the solicitors to the SRA for potential misconduct.



Our results, however, provided evidence that respondents with different characteristics attributed responsibility in different ways.

- The ethnicity of respondents affected how they attributed responsibility for what happened. White respondents ascribed responsibility for what happened to the solicitor in the scenario more than Asian or Black respondents (see table 11). There were also some differences by place of birth (see table 16), although these characteristics did not affect the likelihood the respondents would report solicitors to the SRA for potential misconduct (see table 15 in relation to ethnicity and 20 in relation to place of birth).
- Female respondents were more likely to attribute responsibility for what happened to the solicitor (see table 21), but male respondents were slightly more likely to believe outside factors were mostly responsible (see table 22), although there was no significant difference between the genders in terms of the likelihood to report solicitors to the SRA for potential misconduct (see table 25).
- Older respondents were more likely to attribute responsibility to the solicitor in the scenario than younger respondents (see table 26) and less likely to attribute responsibility to outside factors (see table 27). But older respondents were not more or less likely to report them to the SRA for potential misconduct (see table 30).
- Respondents not in paid work (e.g., homemaker, retired or disabled) and unemployed respondents were respectively the most and the least likely to attribute responsibility to the solicitor in the scenario (see table 31). Employment status also affected the likelihood to report solicitors to the SRA for potential misconduct (see table 35).
- Respondents with different levels of experience of, satisfaction with, and knowledge of the legal industry attributed responsibility differently.

Taken together, the results of our survey provided evidence that respondents attributed responsibility for potential misconduct differently. Different attributions, however, seemed to be linked more to respondents' socio-demographic characteristics and levels of experience of, satisfaction with, and knowledge of the legal industry than to the ethnicity or gender of the solicitor who delivered the service.

## **Annex A: About the survey**

### **Scenario used in the survey**

You were recommended a solicitor for advice about taking your neighbour to court after they caused damage to your property. The solicitor said they were really busy, and were often working late, but would be able to take on your case and would fit the work in around other cases. You provided them with a lot of background information about the dispute, including medical evidence from your GP about how it has affected you. The solicitor took some files home one evening, including yours, to work on them. The files were left in their car overnight. During the night, their car was stolen. The car and your files were recovered a couple of days after, but the solicitor warns you that the thief may have read your file and the personal information it contains. A friend has told you that you can complain about solicitors to the regulator of solicitors and law firms, such as the Solicitors Regulation Authority.

### **Names and pronouns used to indicate ethnicity in the survey**

- Mrs Sunita Kumar (Asian-female),
- Mr Sukjunder Singh (Asian-male),
- Mrs Mariam Namagembe (Black-female),
- Mr Anthony Olukayode (Black-male),
- Mrs Mary Jones (White-female),
- Mr Andrew Clarke (White-male).

## **Annex B: Tables showing statistical significance**

We have set out below the results of the tests we applied to identify where the differences highlighted in our analysis were statistically significant.

Table 1 shows that the responses we collected were statistically different across gender-ethnicity combinations only for Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?'). For all other



questions, we could not rule out the possibility that the differences we observed were attributable to chance.

**Table 1: Comparison between responses across solicitor's gender-ethnicity combinations**

|                         | Q1    | Q2    | Q3     | Q4    | Q5    |
|-------------------------|-------|-------|--------|-------|-------|
| <b>Kruskal-Wallis H</b> | 4.883 | 3.149 | 48.243 | 6.38  | 8.118 |
| <b>df</b>               | 5     | 5     | 5      | 5     | 5     |
| <b>Asymp. Sig.</b>      | 0.43  | 0.677 | <.001  | 0.271 | 0.15  |

Table 2 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') and Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') differed across respondents of different ethnicities in a statistically significant way. The responses to Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?') and Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') differed across respondents of different ethnicities in a marginally statistically significant way. The responses to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?') did not differ across respondents of different ethnicities in a statistically significant way.

**Table 2: Comparison between responses across respondents' ethnicities**

|                         | Q1     | Q2    | Q3     | Q4     | Q5    |
|-------------------------|--------|-------|--------|--------|-------|
| <b>Kruskal-Wallis H</b> | 21.563 | 9.917 | 10.273 | 78.120 | 4.177 |
| <b>df</b>               | 4      | 4     | 4      | 4      | 4     |
| <b>Asymp. Sig.</b>      | <.001  | .042  | .036   | <.001  | .383  |

Table 3 shows that the responses our respondents provided to Q1 to Q4 differed across respondents born in different places in a statistically significant way. The responses our respondents provided to Q5 (i.e., 'You complained to [solicitor name] ... but you were not happy with their response. How likely would you be to take the complaint further and report [solicitor name] to the regulator of solicitors?'), instead, did not vary across respondents born in different places in a statistically significant way.

**Table 3: Comparison between responses across respondents' places of birth**

|                         | Q1     | Q2     | Q3     | Q4     | Q5    |
|-------------------------|--------|--------|--------|--------|-------|
| <b>Kruskal-Wallis H</b> | 15.493 | 26.412 | 31.483 | 46.913 | 5.031 |
| <b>df</b>               | 6      | 6      | 6      | 6      | 6     |
| <b>Asymp. Sig.</b>      | .017   | <.001  | <.001  | <.001  | .540  |

Table 4 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?') differed between female and male respondents in a statistically significant way and that the responses our respondents provided to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') differed between female and male respondents in a marginally statistically significant way. The responses to the other questions did not differ statistically between female and male respondents.

**Table 4: Comparison between responses across respondents' genders**

|                       | Q1          | Q2          | Q3          | Q4          | Q5          |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| <b>Mann-Whitney U</b> | 2050209.500 | 2137668.500 | 2039221.500 | 2134753.500 | 2091202.500 |
| <b>Wilcoxon W</b>     | 4103560.500 | 4445694.500 | 4285361.500 | 4182029.500 | 5           |
| <b>Z</b>              | -3.520      | -.877       | -1.930      | -1.245      | -.974       |



**Asymp. Sig. (2-tailed)** <.001 .380 .054 .213 .330

Table 5 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?'), Q2 (i.e., 'To what extent do you think factors outside of the control of [solicitor name] (such as bad luck or unforeseeable circumstances) are responsible for what happened in the scenario?'), and Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') differed across ages in a statistically significant way. The responses to the other questions did not differ statistically across ages.

**Table 5: Comparison between responses across respondents' ages**

|                         | Q1      | Q2      | Q3    | Q4      | Q5    |
|-------------------------|---------|---------|-------|---------|-------|
| <b>Kruskal-Wallis H</b> | 295.063 | 166.049 | 1.396 | 196.811 | 1.527 |
| <b>df</b>               | 2       | 2       | 2     | 2       | 2     |
| <b>Asymp. Sig.</b>      | <.001   | <.001   | .498  | <.001   | .466  |

Table 6 shows that the responses our respondents provided to Q1, Q2, Q4, and Q5 differed across their employment statuses in a statistically significant way. The responses to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') on the contrary did not differ across our respondents' employment statuses in a statistically significant way.

**Table 6: Comparison between responses across respondents' employment statuses**

|                         | Q1     | Q2     | Q3    | Q4     | Q5     |
|-------------------------|--------|--------|-------|--------|--------|
| <b>Kruskal-Wallis H</b> | 76.440 | 37.022 | 2.266 | 62.551 | 16.327 |
| <b>df</b>               | 5      | 5      | 5     | 5      | 5      |
| <b>Asymp. Sig.</b>      | <.001  | <.001  | .811  | <.001  | .006   |

Table 7 shows that the responses our respondents provided to Q1, Q2, Q4, and Q5 differed across our respondents' levels of experience of the legal industry in a statistically significant way. The responses to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') instead did not differ across levels of experience of the legal industry.

**Table 7: Comparison between responses across respondents' levels of experience of the legal industry**

|                         | Q1      | Q2     | Q3    | Q4     | Q5     |
|-------------------------|---------|--------|-------|--------|--------|
| <b>Kruskal-Wallis H</b> | 175.709 | 71.830 | 2.140 | 81.334 | 10.251 |
| <b>df</b>               | 2       | 2      | 2     | 2      | 2      |
| <b>Asymp. Sig.</b>      | <.001   | <.001  | .343  | <.001  | .006   |

Table 8 shows that the responses our respondents provided to Q1 (i.e., 'To what extent do you think [solicitor name] is responsible for what happened?'), Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') and Q4 (i.e., 'To what extent do you agree that [solicitor name] could have prevented what happened?') differed across levels of satisfaction with the legal industry in a statistically significant way. The responses to the other questions did not vary across levels of satisfaction with the legal industry in a statistically significant way.

**Table 8: Comparison between responses across respondents' levels of satisfaction with the legal industry**

|                         | Q1     | Q2    | Q3     | Q4     | Q5    |
|-------------------------|--------|-------|--------|--------|-------|
| <b>Kruskal-Wallis H</b> | 20.033 | 2.638 | 13.912 | 29.200 | 7.372 |
| <b>df</b>               | 4      | 4     | 4      | 4      | 4     |
| <b>Asymp. Sig.</b>      | <.001  | .620  | .008   | <.001  | .118  |



Table 9 shows that the responses our respondents provided to Q1, Q2, Q4, and Q5 differed across levels of knowledge of the legal industry in a statistically significant way. The responses to Q3 (i.e., 'How likely do you think it is that [solicitor name] will behave in the same way and leave documents in his/her car in the future?') on the contrary did not differ across levels of knowledge of the legal industry in a statistically significant way.

**Table 9: Comparison between responses across respondents' levels of knowledge of the legal industry**

|                         | Q1     | Q2     | Q3    | Q4     | Q5     |
|-------------------------|--------|--------|-------|--------|--------|
| <b>Kruskal-Wallis H</b> | 52.758 | 22.781 | 5.702 | 28.338 | 63.171 |
| <b>df</b>               | 4      | 4      | 4     | 4      | 4      |
| <b>Asymp. Sig.</b>      | <.001  | <.001  | .223  | <.001  | <.001  |

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