

Complaint Survey



The State Bar of California

The State Bar of California would like to know about your recent experience with a complaint you filed. All responses are anonymous - you will not be asked to provide your name or any identifying information, and responses are not tracked individually. While no action will be taken on your complaint based on your responses to this survey, the State Bar will use the information to help improve the services we provide to the public. This survey should take between 5 and 10 minutes to complete. Thank you for your time.

How did you file your complaint?

- ☒ I used the State Bar's Complaint Form
☐ I sent a written complaint without using the State Bar's Complaint form
☐ Other

How did you find the complaint form?

- ☒ I found it on the State Bar's website
☒ It was mailed to me after I called the State Bar → prompts the first two Qs on p.2.
☐ Other

Please tell us about your experience finding information on the State Bar's website about filing complaints, by indicating how strongly you agree or disagree with each of the following statements:

1 = strongly disagree 5 = strongly agree

	1	2	3	4	5
It was easy to find the complaint form on the State Bar's website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The instructions and information on the website about filing a complaint were clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website provided useful information about how to file a complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about your experience with finding the complaint form and information on its website?

Ease of finding the complaint form	
Instructions and information about filing a complaint	

Were the written instructions and information that you received with the complaint form clear and easy to understand?

1 = strongly disagree 5 = strongly agree

	1	2	3	4	5
The written instructions that were included with the complaint form were clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about the written instructions and information you received?

--

Did you call for assistance or with questions about filing a complaint?

- ☒ Yes → prompts the first two Qs on p.2.
☐ No

Please tell us about your experience contacting the State Bar by telephone, by indicating how strongly you agree or disagree with each of the following statements:

1 = strongly disagree 5 = strongly agree

	1	2	3	4	5
It was easy to find the State Bar's phone number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The State Bar's hours of operation made it easy for me to call for assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Bar telephone staff treated me with courtesy and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about your experience with contacting us by telephone?

Ease of finding the State Bar's phone number	
Hours of Operation	
Telephone staff	

Is English your primary language?

☐ Yes

☒ No

Did the State Bar make reasonable efforts to remove language barriers for you to file a complaint? 1 = strongly disagree 5 = strongly agree

	Not needed	1	2	3	4	5
The State Bar made reasonable efforts to remove language barriers for me to file a complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about any assistance you were provided to accommodate your language needs?

Did you need an accommodation, due to a disability, to file a complaint?

☒ Yes

☐ No

Did the State Bar make reasonable efforts to remove disability barriers for you to file a complaint? 1 = strongly disagree 5 = strongly agree

	1	2	3	4	5
The State Bar made reasonable efforts to remove disability barriers for me to file a complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about any assistance you were provided to accommodate your disability-related needs?

Overall, how easy was it to file a complaint with the State Bar? 1 = strongly disagree 5 = strongly agree

	1	2	3	4	5
It was easy to file a complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us about your experience with how the State Bar handled your complaint, by indicating how strongly you agree or disagree with each of the following statements:

1 = strongly

disagree 5 = strongly agree

	1	2	3	4	5
The communication from the State Bar addressed the issues raised in my complaint, even if I did not agree with the decision to close my case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given the opportunity to submit additional information about my complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Bar staff had the information necessary to make a decision about my complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Bar staff returned my calls within a reasonable time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Bar staff answered my questions about the investigation of my complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The State Bar kept me advised of the status of my complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The State Bar explained in a way that I was able to understand why they closed my case, even if I did not agree with this decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Bar staff treated me with courtesy and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else the State Bar should know about your experience with contacting us by telephone?

Communication from the State Bar regarding the issues in my complaint	
Opportunity to submit additional information	
State Bar had necessary information about my complaint	
Promptness of return phone calls	
Questions were answered about the investigation of my complaint	
I was kept advised about the status of my complaint	
Explanation about why my case was closed	
I was treated with courtesy and respect	

After you sent in your complaint, how long did it take for you to receive a postcard acknowledging that the State Bar had received your complaint?

- ☐ Within 1 week
- ☐ Between 1 week and 1 month
- ☐ Between 1 month and 2 months
- ☐ Longer than 2 months
- ☐ I don't remember how long it took
- ☐ I never received a postcard acknowledging that my complaint had been received

After you received the acknowledgment of your complaint, how long did it take for the State Bar to notify you of the decision to close your case?

- ☐ Less than 1 month
- ☐ Between 1 month and 2 months
- ☐ Between 2 months and 6 months
- ☐ Between 6 months and 1 year
- ☐ Longer than 1 year
- ☐ I don't remember how long it took
- ☐ I never received an acknowledgment of my complaint.

Why did you file a complaint? (Please check all that apply.)

- ☐ My attorney was not responding to my requests for information about my case.
- ☐ My attorney did not return my file.
- ☐ I disagreed with the fees my attorney charged.
- ☐ My attorney was rude.
- ☐ My attorney was dishonest.
- ☐ I didn't like the way my attorney handled my case.
- ☐ My complaint was not about an attorney I hired (i.e., it was about an attorney who represented a friend, family member or another party in a case).
- ☐ My complaint was about someone who is not licensed as an attorney.
- ☐ Other

Is this the first time you have filed a complaint with the State Bar of California against this person?

- ☐ Yes
- ☐ No

Is this the first time you have filed a complaint with the State Bar of California against any person?

- ☐ Yes
- ☐ No

What is your gender identity?

- ☐ Female
- ☐ Male
- ☐ Transgender female
- ☐ Transgender male
- ☐ Gender variant/non-conforming
- ☐ Not listed
- ☐ Prefer not to answer

What is your ethnic or racial background?

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Native American or Pacific Islander
- ☐ White
- ☐ Some other race
- ☐ More than one race
- ☐ Prefer not to answer

What is your age?**What is your annual household income?**

- ☐ Less than \$30,000
- ☐ \$30,000 to \$50,000
- ☐ \$50,001 to \$75,000
- ☐ \$75,001 to \$100,000
- ☐ \$100,001 to \$125,000
- ☐ \$125,001 to \$150,000
- ☐ \$150,001 to \$175,000
- ☐ \$175,001 to \$200,000
- ☐ \$200,000 or more
- ☐ Prefer not to answer

What county do you live in?