

Complaints Policy

June 2025

OUR POLICY

1. Our primary objective is to provide you with the utmost standard of service at all times. Nevertheless, should you have any concerns or complaints, we invite you to inform us promptly. Should you require further clarification or have any concerns, please contact Rajinder Khela, via email at clerks@reubenlaw.co.uk or by phone at +44 (0) 207 769 6701.
2. Please be advised that if complaints are filed more than six months after the incident, there may be substantial challenges in addressing the complaint due to the passage of time, unless there is still contemporaneous evidence available for consideration.
3. If you are dissatisfied with the findings of our investigation, alternative dispute resolution may be available to you. Alternatively, you may lodge a complaint with the Legal Ombudsman. However, the Ombudsman is typically only able to consider your complaint once it has been thoroughly investigated by us in the first instance.
4. Reuben Law Barristers are authorised and regulated by the Bar Standards Board (BSB). You can contact the BSB as follows:

Bar Standards Board
289-293 High Holborn
London
WC1V 7HZ

Telephone Number: 020 7611 1444
Email: contactus@barstandardsboard.org.uk

Website: [Home | Bar Standards Board](#)

5. The Bar Standards Board (BSB) regulates barristers and specialised legal services businesses in England and Wales. Their website features a Register that provides comprehensive details of all barristers authorised to practise in England and Wales and who hold a valid practising certificate. The Register includes the validity dates for the practising certificates and provides information about the practising status, practising address, reserved legal activities, and disciplinary findings published on the BSB website in accordance with their current policy. To access the Register, please [click here](#).
6. We will not tolerate any form of harassment and will take all necessary steps to ensure that staff, barristers, pupils, visitors and other third parties are not subject to harassment. For further details, please see our Harassment Policy, which is available on request.

COMPLAINTS VIA TELEPHONE

7. You may wish to lodge a formal complaint in writing. If so, please follow the procedures outlined in paragraph 9 below. Alternatively, if you prefer to discuss your complaint verbally by telephone, please contact the barrister or the Management Team, Rajinder Khela or Satpal Roth-Sharma.
8. Upon contacting the appropriate individual, they will document the specifics of your complaint and the desired resolution. Subsequently, they will engage in a discussion with you to address your concerns and strive to find a mutually satisfactory solution. Should the matter be resolved, they will record the outcome, ensuring your satisfaction by documenting your agreement to resolution. Additionally, it may be necessary to record the telephone conversation in writing for future reference.
9. Should your complaint not be resolved during the telephone conversation, you will be requested to submit a written complaint within the next fourteen days for further investigation.

COMPLAINTS SUBMITTED IN WRITING

10. In doing so, please give the following details:

- (1) your name, address and telephone number;
- (2) which member(s) of Reuben Law Barristers you are complaining about;
- (3) the detail of the complaint; and
- (4) what you would like done about it.

Please address your letter to the Management Team, Rajinder Khela and Satpal Roth-Sharma, at 84 Brook Street, Mayfair, London W1K 5EH.

11. We will endeavour to acknowledge receipt of your complaint within seven days and provide you with details of when you may anticipate a substantive response to the concerns raised, typically within a further fourteen days. Additionally, we will provide you with information regarding our complaints procedure.
12. You will be informed in writing if any aspects of your complaint are deemed to be outside of our complaints handling procedures.

FORMAL INVESTIGATION

13. If you are not satisfied with the substantive response provided, you have the right to request that the complaint be formally investigated by a complaints panel within our firm. Within fourteen days of receipt of your request for a formal investigation, the head of the panel or their deputy in their absence will appoint a member of the panel to conduct the investigation. If your complaint pertains to the head of the panel, it will be investigated by the next most senior member of the panel. In all cases, the individual appointed will be someone other than the person against whom you are complaining.
14. The individual appointed to conduct the investigation will promptly notify you of their appointment and inform you that they will respond to your complaint within a fourteen-day timeframe. Should they subsequently determine that they will not be able to meet this deadline, they will reschedule their response and provide you with an updated date.
15. Her or his response will outline:
 - (1) The nature and scope of their investigation.
 - (2) Their conclusion on each complaint, along with the rationale behind it.
 - (3) If they determine that your complaint is valid, any available proposals for resolving it.

CONFIDENTIALITY

16. All communications and documentation pertaining to the complaint will be treated as confidential and shall be disclosed only to the extent reasonably necessary. Disclosure will be restricted to members of our management team and to any individual involved in the complaint and its investigation. This includes the barrister or member of staff with whom you have lodged your complaint, the head or any other senior member of the panel, and the individual responsible for investigating the complaint. The Bar Standards Board is entitled to inspect the documentation and seek information about the complaint when fulfilling its auditing and monitoring responsibilities.

RETENTION

17. As part of our commitment to client care, we document any complaints received. All relevant documents and correspondence generated from such complaints are retained for a period of six years. Our management team regularly reviews the issues raised by these complaints to identify areas for improvement and enhance our services.

COMPLAINTS TO THE LEGAL OMBUDSMAN

18. If you are dissatisfied with the outcome of our investigation, you have the right to lodge a complaint with the Legal Ombudsman, the independent body responsible for handling complaints regarding lawyers. This will be done at the conclusion of our consideration of your complaint. The Legal Ombudsman will typically only consider your complaint after we have conducted an initial investigation. Please be advised that any complaint to the Legal Ombudsman must be submitted within six months of the date on which you are notified of the outcome of our investigation.
19. In addition, the Legal Ombudsman will ordinarily only investigate complaints that are raised either within one year of the act/omission about which you are complaining or within one year of the date on which you should reasonably have known there was cause for complaint. In either case, the date of the act/omission or the date on which you should reasonably have known there was cause for complaint must have been after 5 October 2010. The Legal Ombudsman has discretion to extend any time limit where it is fair and reasonable in all the circumstances.
20. You can contact the Legal Ombudsman as follows:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone Number: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

Website: [Home](#) | [Legal Ombudsman](#)