



By Email

Christopher Hodges OBE PhD MA (Oxon) FSALS FRSA
Chair, Horizon Compensation Advisory Board (DBT)
Emeritus Professor of Justice Systems
Centre for Socio-Legal Studies
University of Oxford

16 June 2025

Dear Chris

Thank you for your letter of 12 June on behalf of the Horizon Compensation Advisory Board. We shall be very happy to support the Board in any way we can in addressing conduct matters that arise from the handling by barristers of compensation cases.

Where you or other members of the Board become aware of concerns or are approached yourselves with such concerns by sub-postmasters, my colleague, [REDACTED], is happy to act as a point of contact. [REDACTED] e-mail address is:

[REDACTED] heads our Contact and Assessment Team which assesses the reports we receive about barristers' conduct to determine whether a regulatory response is warranted.

Where you are sharing information more generally, we should prefer you to use our general contact address – contactus@barstandardsboard.org.uk. That is simply to avoid [REDACTED] address being picked up by internet searches and so circumventing our normal reporting arrangements for other cases.

There is more general guidance on our website which Board members and sub-postmasters may find helpful. We have in place transparency rules which require barristers and chambers to set out their approach to setting fees:

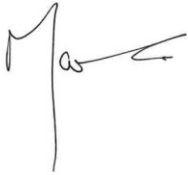
<https://www.barstandardsboard.org.uk/for-the-public/finding-and-using-a-barrister/barristers-fees.html>.

This is to enable consumers to shop around and to have clarity about how they will be charged. Please do advise us if you become aware of these rules not being followed, and please encourage any sub-postmasters similarly. We appreciate that it can be a daunting step, but it is often the only way we become aware of misconduct. We can advise further on our options for providing anonymity, should that be a concern for either those making a report or providing witness statements.

There is also advice on our website about the process of making a report to us in order to raise concerns of misconduct: <https://www.barstandardsboard.org.uk/for-the-public/reporting-concerns.html> . And there is specific guidance ([guidance](#)) for barristers who provide direct access on their responsibilities when providing a service to consumers in vulnerable circumstances. Again, we should want to be advised if you felt this guidance had not been observed.

I hope this is helpful. Please do not hesitate to get in touch with me if you need further help from the Bar Standards Board.

Best wishes

A handwritten signature in black ink, appearing to read 'Mark Neale', with a stylized flourish at the end.

Mark Neale
Director General