**COMPLAINT FORM**

*For official use only Reference number: (July 2021)*



**The Legal Services Regulatory Authority receives and investigates complaints about legal practitioners – solicitors and barristers. We provide an impartial service**.

**Important information**

If completing this form by hand, please use **black ink** and please write in BLOCK CAPITALS.

Please write in a factual manner and do not make any statements which may be considered defamatory or insulting.

If you are complaining about more than one legal practitioner, you will need to complete a separate complaint form for each legal practitioner. You will also need to send in separate copies of supporting documents for each complaint.

Please note that a full copy of your written complaint and any additional documents or correspondence that you send to us will be shared with the legal practitioner you are complaining about. If you are complaining about a solicitor, a full copy of your complaint will also be sent to the Law Society of Ireland.

We recommend that you read our [Complaints Information Guide](https://www.lsra.ie/wp-content/uploads/2021/09/Complaints-Information-Guide-July-2021.pdf) which tells you the types of complaints we investigate, what you need to do and what happens when you submit a complaint.

**Data Protection Notice**

The Legal Services Regulatory Authority collects, processes and stores personal and often sensitive data on an ongoing basis.

The Data Protection Acts 1988 to 2018 together with the EU General Data Protection Regulation (GDPR) confer rights on individuals as well as responsibilities on those persons and organisations processing personal data.

This policy applies to all data held by the LSRA. This includes electronic and paper records; it also includes any CCTV images in the LSRA. For more information, visit the LSRA website at <https://www.lsra.ie/data-protection-gdpr/>

# **Part 1 - Your details**

Please provide your details below. Please note that we cannot correspond with you if you do not supply contact details.

**Title:**

**First name:**

**Surname:**

**Address:**

**Telephone:**

**Email address:**

We generally communicate by email. If you prefer to be contacted by post please fill in the section below.

**I prefer to be contacted by post at the following address:**

# **Part 2 - Making a complaint on behalf of someone else**

Please only complete this section if you are making a complaint on behalf of someone else.

**Name of person you are making a complaint on behalf of:**

The person you are making a complaint on behalf of **must sign** the statement below to give their written consent. This page with the signed statement must be sent to the LSRA.

“I consent to the person named in Part 1 of this form making a complaint on my behalf to the Legal Services Regulatory Authority and I authorise the LSRA to correspond with him/her for the duration of this complaint unless I instruct the LSRA otherwise.”

**Signed:**

**Date:**

**Is the person you are making a complaint on behalf of incapable of giving their signed consent because of age or a mental or physical condition? Yes / No**

Please read our [Consent Policy](https://www.lsra.ie/wp-content/uploads/2020/06/Consent-Policy-And-Form.pdf) for important information on how we will proceed with complaints being made on behalf of another person.

# **Part 3 - The legal practitioner you are complaining about**

Please provide details about the legal practitioner you are complaining about. If you wish to complain about more than one legal practitioner, you will need to complete a separate complaint form for each legal practitioner.

**Name of legal practitioner:**

**Name of firm (if applicable):**

**Address of firm (if applicable):**

**Are you a client of the legal practitioner you are complaining about?** (Yes / No)

**Part 4 - Details of your complaint**

Please answer the following questions about your complaint.

1. **When did the issue you are complaining about happen?** Please be aware that time limits may apply to your complaint.
2. **If you are making a complaint about services provided by the legal practitioner more than three years ago, when did you first become aware of the problem?**
3. **Is the work finished?** (Yes / No)

If yes, when did it finish?

1. **Did the legal practitioner send you any written information about the cost of the work?** (Yes / No)

If yes, please attach a copy.

1. **Have you paid the legal practitioner?** (Yes / No)

If yes, please attach details of the payments made.

1. **Have the costs been taxed by the Taxing Master or adjudicated by the Costs Adjudicator?** (Yes / No)

If yes, please attach a copy of any decision made.

1. **Are there any legal proceedings relating to your complaint?** (Yes / No)

If yes, please attach a copy of all court papers.

1. **Have you made this complaint to the Law Society of Ireland, the Honorable Society of King’s Inns, the Bar of Ireland or any other organisation before?** (Yes / No)

If yes, please provide details:

**Part 5 - Summary of your complaint**

Please use the headings provided below to write a summary of your complaint.

* + Please set out your complaint in a concise manner using bullet points if possible.
  + Explain exactly what happened, where it happened and when it happened (use dates if possible).
  + If you need more space, please add additional pages.

**Please give us the main points of your complaint:**

**Tell us what you think the legal practitioner did or didn’t do – what you are unhappy about:**

**Please tell us what result you would like us to achieve for you:**

# **Part 6 - Additional documents**

If you are attaching or sending additional documents to support your complaint, please follow the below guidelines to help us process your complaint quickly.

* Only send copies (not originals) of **relevant** documents.
* Ensure that all documents are legible, unedited and unaltered.
* Present documents in chronological order (by date).
* Provide electronic documents in PDF, Microsoft Word (.doc/.docx) **or** Open Document (.odt) format. For security reasons we cannot access web links or external drives such as USB keys.
* Please do not bind documents as we need to scan individual pages.

# **Part 7 - Checklist**

Please make sure that you have:

* Read the ‘Important information’ section on the first page of this form
* Provided your details in Part 1
* Read and completed the consent form in Part 2 if it relates to you
* Identified the legal practitioner who you are complaining about in Part 3
* Completed all questions about your complaint in Part 4
* Summarised your complaint in Part 5
* Attached copies of all supporting documents following the guidelines in Part 6

**How to send us your complaint**

Please send this form and supporting documents to the LSRA.

**By email:**

**complaints@lsra.ie**

**By post:**

**Complaints Department**

**Legal Services Regulatory Authority**

**P.O. Box 12906, Dublin 7**

If you want to find out more about us and about how we deal with complaints, please visit our website: [**www.lsra.ie**](http://www.lsra.ie/)