



An tÚdarás Rialála  
Seirbhísí Dlí

Legal Services  
Regulatory Authority

# Quality Service Action Plan

December 2019

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## 1. Introduction

The Quality Service Action Plan is our statement of the standards of service that our Service users can expect to receive and shows how we will monitor and evaluate the commitments outlined in our plan. The plan is built around the Twelve Guiding Principles of Quality Customer Service.

## 2. Who are the Legal Services Regulatory Authority?

The Legal Services Regulatory Authority (hereinafter “the LSRA”) is a statutory body which regulates the provision of legal services by legal practitioners and ensures the maintenance and improvement of standards in the provision of legal services in the State. It is also the organisation established by legislation to accept and investigate complaints which relate to the provision of legal services by legal practitioners.

The LSRA is independent in the performance of its functions.

The functions of the LSRA are set out in the [Legal Services Regulation Act 2015](#) (the 2015 Act).

### Strategic Vision for 2019-2022

*“To establish the LSRA as an efficient, effective and accountable regulatory body with the capacity to protect and promote the public interest and the interests of consumers of legal services whilst encouraging an independent, strong, competitive legal profession with high standards of professionalism and integrity.”*

### Mission:

*“The Legal Services Regulatory Authority will regulate the provision of legal services by legal practitioners and will ensure the maintenance and improvement of standards in the provision of legal services in the State.”*

## **Six Statutory Objectives**

The Legal Services Regulatory Authority will<sup>1</sup>

- (1) Protect and promote the public interest.
- (2) Support the proper and effective administration of justice.
- (3) Protect and promote the interests of consumers relating to the provision of legal services.
- (4) Promote competition in the provision of legal services in the State.
- (5) Encourage an independent, strong and effective legal profession.
- (6) Promote and maintain adherence to the professional principles of legal practitioners specified in the 2015 Act.<sup>2</sup>

The four core values of the LSRA are:

### **Four Core Values:**

The work of the LSRA as a public service body will be guided by our four core values:

**Independence**

**Consumer Protection**

**Innovation**

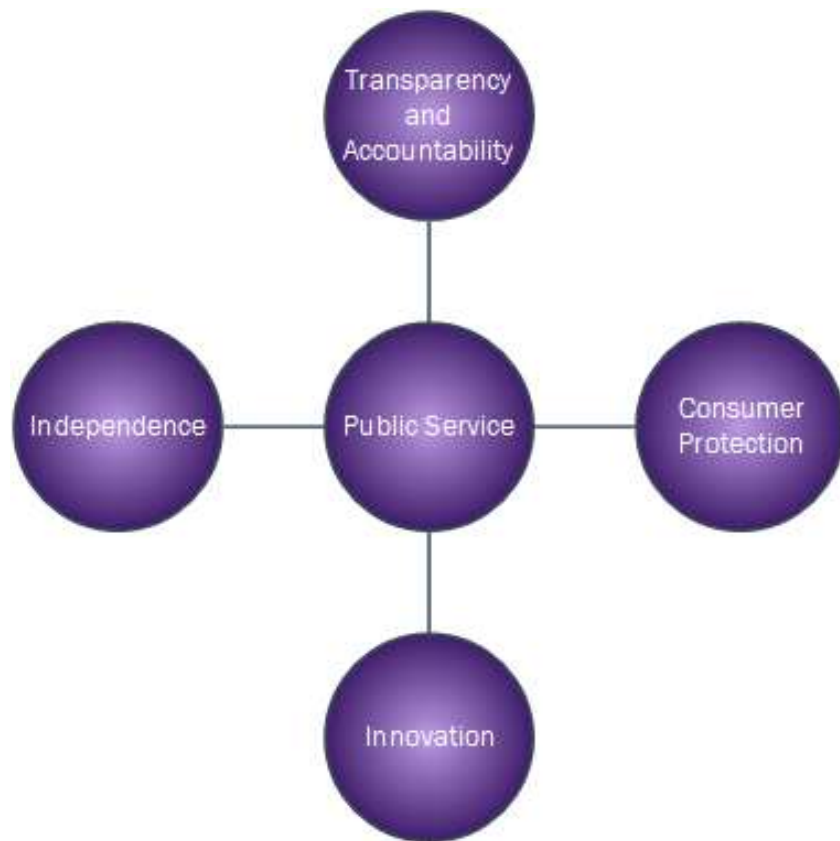
**Transparency and Accountability**

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<sup>1</sup> As per section 13(4) of the 2015 Act

<sup>2</sup> Section 13(5) of the 2015 Act outlines the professional principles of legal practitioners as follows:

- (a) That legal practitioners shall
  - (i) act with independence and integrity,
  - (ii) act in the best interests of their clients,
  - (iii) maintain proper standards of work,
- (b) that legal practitioners who exercise before any court a right of audience, or conduct litigation in relation to proceedings in any court by virtue of being legal practitioners, shall comply with such duties as are rightfully owed to the court, and
- (c) that, subject to any professional obligation of a legal practitioner, including any obligation as an officer of the court, the affairs of clients shall be kept confidential.



### 3. Our Stakeholders

The LSRA's principle stakeholders are listed below. The LSRA focuses on these stakeholders in the exercise of its functions.



## 4. Our Commitment to You (12 Guiding Principles)

It is important to us that we deliver a service that is easily accessible, high quality and meets your needs. We are committed to providing a professional, efficient and courteous service to all our service users.

### 4.1 Quality Service Standards

The LSRA will:

- Give our service users the best possible service and information.
- Strive to deliver services that are easily accessible, high quality and meet your needs.
- Ensure that our Quality Service Charter and Quality Service Action Plan are published on our website.

### 4.2 Equality/Diversity

The LSRA will

- Treat everyone in a proper, fair and impartial manner while at all times remaining courteous and sensitive
- Ensuring that rights to equal treatment set out in equality legislation are upheld in the delivery of our services
- Meeting any special needs our service users may have, where possible.

### 4.3 Physical Access

The LSRA will

- commit to creating and maintaining a positive and accessible environment
- provide clean, accessible public offices that ensure privacy, and comply with health and safety standards
- facilitate access for people with disabilities and others with specific needs.

**It must be noted that where service users call to our office without a pre-arranged appointment, they may be asked to make an appointment because of staff's prior work commitments.**

### 4.4 Information

The LSRA will

- Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs.
- Ensure that the potential offered by Information Technology is optimised and that the information available on our website is clear, useful and easy to navigate. Promptly provide

information in a clear and concise manner. In cases where we cannot release information, we will explain why.

- Aim to have an easy to read and navigate website that contains up-to-date information with ease of access to all.
- Commit to providing plain and easy to read letters, forms, information leaflets and guidance material.
- We will respect our service users' privacy and comply with Data Protection legislation.

## 4.5 Timeliness and Courtesy

Our offices and telephone lines are open to the public from 10:00 to 12:30 and 14:00 to 16:00 Monday to Friday (except on Bank and Public Holidays).

In order to assist us in providing the best possible user service, it would be helpful if our service users would:

- Where relevant, have their reference number/accurate relevant details to hand when making enquiries in relation to engagement with us
- Treat our staff with courtesy and respect and listen to their guidance as they endeavour to provide you with the most comprehensive and efficient response to your enquiry.

This fosters an environment of mutual respect between staff in the LSRA and those we serve.

### 4.5.1 Telephone

- Our aim is to answer all calls quickly
- We will identify ourselves and our area of work, where appropriate
- We will be polite and helpful, and do our best to provide people with clear and correct information.

We understand that members of the public can be experiencing some difficulties or stress but if callers become abusive, offensive or aggressive to staff members during a telephone call, staff may advise the caller that the call will be terminated if the unacceptable behaviour continues.

### 4.5.2 Written and Email Communication

- We will acknowledge all correspondence, within ten working days where it is feasible and appropriate to do so
- Furnish our names and contact details on all correspondence
- Ensure all correspondence issuing will be in clear language that is understandable and concise
- If we can't provide you with the information or the service that you require we will try to direct you to an appropriate agency.

Please note that queries arising during the progression of a complaint within the Office which are legal, jurisdictional, or technical in nature will be dealt with as part of the standard business process in place and therefore the timelines above may not apply.

## 4.6 Feedback and/or Complaints

The LSRA will

- Ensure that the public and staff have easy access to our service user feedback/complaints processes.

If you are unhappy about the standard of service provided by or on behalf of the LSRA we encourage you to raise this directly with the individual concerned.

If the issue is not resolved to your satisfaction, you may make a formal complaint by emailing us at [LSRA-inbox@LSRA.ie](mailto:LSRA-inbox@LSRA.ie). The matter will be dealt with fairly and impartially and in accordance with our complaints handling procedures.

## 4.7 Appeals

If you are not satisfied with the outcome of the matter, you will have a right of appeal.

Your appeal will be considered by the Chief Executive Officer of the LSRA. If you are unhappy with the outcome of the appeal, you can raise the matter with the [Office of the Ombudsman](#).

## 4.8 Consultation and Evaluation

The LSRA will

- Provide a structured approach to meaningful consultation with, and participation by, the service user in relation to the development, delivery and review of services.
- Ensure meaningful evaluation of service delivery
- Produce and review statistical data to monitor the services provided and to use this data to improve service delivery
- Undertake Public Consultations in relation to certain activities and functions as set out in the Legal Services Regulation Act 2015.

## 4.9 Choice

The LSRA will

- provide choice, where feasible, in service delivery including formats of service delivery, emerging technologies and access to services.

## 4.10 Official Languages

The LSRA will make every effort to accommodate those who wish to conduct their business through Irish.

Déanfaimid gach iarracht chun freastal ar dhaoine ar main leo a ngnó a dhéanamh trí mhéan na Gaeilge.

For speakers of other languages, where feasible, we will make our services accessible through translation or interpretation as appropriate.

## 4.11 Better Coordination

The LSRA will foster a more coordinated and integrated approach to the delivery of its services.



## 4.12 Internal Service User

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The LSRA will ensure that staff are recognised as internal service users and that they are properly supported and consulted in relation to service delivery issues.

The LSRA will

- Continue to develop the LSRA's internal communications systems
- Identify training and development needs of staff through the PMDS system. Training provided as required.

## 5.0 How to Contact Us

<b>LSRA Address</b>	LSRA PO Box 1290 Dublin 2
<b>Telephone Number</b>	Telephone:  Lines are open Monday to Friday  10:00am to 12:30pm  2:30pm to 4:00pm
<b>Email Address (including for Freedom of Information)</b>	<a href="mailto:LSRA-inbox@LSRA.ie">LSRA-inbox@LSRA.ie</a>
<b>Email Address for Data Protection Queries</b>	<a href="mailto:DPO@LSRA.ie">DPO@LSRA.ie</a>
<b>Website</b>	<a href="http://www.LSRA.ie">www.LSRA.ie</a>



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