



An tÚdarás Rialála
Seirbhísí Dlí

Legal Services
Regulatory Authority

Quality Service Charter

December 2019

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1. Introduction

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).

2. Purpose of this Charter

The purpose of this Quality Service Charter is to outline the standard of service and behaviour which should underpin our interactions with our service users. This charter should be read alongside the LSRA’s Quality Service Action Plan.

3. Our Commitment to You

It is important to us that we deliver a service that is easily accessible, high quality and meets your needs.

We aim to achieve this by:

- Giving our service users the best possible service and information.
- Treating 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.

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

- Where relevant, have your 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. Communications

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).

We will proactively work to provide information and guidance on key services on our website to assist our service users.

4.1 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 sometimes 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.

4.2 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.

5. Physical Access

We are committed to creating and maintaining a positive and accessible environment. We will provide clean, accessible public offices that ensure privacy, and comply with health and safety standards. We will 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.

6. Information

In our written, verbal and electronic communication, we aim to provide information that is clear, timely and accurate and meets the requirements of people with specific needs.

We will respect our service users' privacy and comply with Data Protection legislation.

7. Services in Irish (and other languages)

We 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.

8. Feedback and/or Complaints

If you are unhappy about the standard of service provided, 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 LSRA-inbox@LSRA.ie. The matter will be dealt with fairly and impartially and in accordance with our complaints handling procedures. 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 believe that you have been unfairly treated by the Legal Services Regulatory Authority, you can raise the matter with the [Office of the Ombudsman](#).

9. How to Contact Us

LSRA Address	LSRA PO Box 1290 Dublin 7
Telephone Number	Telephone: 01 8592911 As opening times are subject to change please see our website www.lsra.ie
Email Address (including for Freedom of Information)	LSRA-inbox@LSRA.ie
Email Address for Data Protection Queries	DPO@LSRA.ie
Website	www.LSRA.ie



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