



An tÚdarás Rialála  
Seirbhísí Dlí  
Legal Services  
Regulatory Authority

## COMPLAINT FORM

### Important information

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

If you are complaining about more than one legal practitioner (solicitor or barrister), you will need to complete a separate complaint form for each legal practitioner. You may also send us supporting documents for each individual complaint.

We are required by law to send a copy of your complaint form and any supporting documents you submit to us to the legal practitioner against whom you are making a complaint. Therefore, please write in a factual manner.

If you are complaining about a solicitor, a copy of your complaint and any documents you provide will also be sent to the Law Society of Ireland.

We recommend that you read our [Complaints Information Guide](#), which informs you of the type of complaints we can consider and what happens when you submit a complaint.

### Data Protection Notice

The Legal Services Regulatory Authority (LSRA) 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.lsr.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 \_\_\_\_\_

Date \_\_\_\_\_

Email Address


We generally communicate by email. If you prefer to be contacted by post please tick this box. ☐

## 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 \_\_\_\_\_

If the person you are making a complaint on behalf of is incapable of giving their signed consent because of age or a mental or physical condition, please tick this box. ☐

Please read our Consent Policy for important information on how we will proceed with complaints made on behalf of another person.

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

Please provide details about the legal practitioner (solicitor or barrister) 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 one.

Name of legal practitioner

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Name of firm (if applicable)

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Address of firm (if applicable)

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Are you or were 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.

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**2. If you are making a complaint about legal services provided by the legal practitioner more than three years ago, when did you first become aware of the problem?**

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**3. Have you paid the legal practitioner?**

Yes ☐

No ☐

If yes, please include evidence of the payments made.

**4. Have the costs been taxed by the Taxing Master or adjudicated by the Costs Adjudicator?**

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

Yes ☐

No ☐

**5. Are there any legal or court proceedings relating to your complaint?** Yes ☐

No ☐

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

**6. 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:

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## Part 5 - Summary of your complaint

Please set out your complaint in a concise manner using bullet points if possible.

Tell us what you think the legal practitioner did or did not do (use dates if possible) and what you are unhappy about.

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

## Part 6 - Documents

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

- Only send copies of **relevant** documents (not originals).
- All documents received when dealing with a complaint are scanned, kept for a period of four weeks and then destroyed.
- Ensure that all documents are legible, unedited and unaltered.
- Present documents in a chronological order (earliest date first).
- 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.
- 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 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:

Please email this form and any supporting documents to:

**complaints@lsra.ie**

### By post:

If you do not have access to email, please post this form and any supporting documentation to:

**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)