



An tÚdarás Rialála  
Seirbhísí Dlí  
Legal Services  
Regulatory Authority

## **LSRA Annual Report 2024 shows 14% increase in complaints driven by high volume of banks' complaints about solicitors**

- *Informal resolution effective for more than one in five closed complaints*
- *Third successive year of increase in number of closed complaints*

**Press Release: Thursday 26 June 2025**

Informal resolution can be a very effective and efficient way for solicitors and their clients to work through issues or disputes that have given rise to complaints, the Legal Services Regulatory Authority (LSRA) said in its Annual Report 2024 published today [Thursday 26 June].

The report shows that the LSRA received a total of 1,476 complaints in 2024, a 14% increase on the previous year. The independent regulator closed a total of 1,474 complaints in the year, the fifth full year that it has operated as the independent complaints handling body for complaints about legal practitioners (solicitors and barristers).

Speaking at the report's publication, LSRA Chief Executive Officer Dr Brian Doherty said it was encouraging that more than one in five of all closed complaints were resolved between the parties, including with the assistance of the LSRA's complaints staff and trained mediators.

The LSRA can receive and investigate three types of complaints about solicitors and barristers – relating to alleged misconduct, inadequate legal services, and excessive costs (overcharging). Some complaints are categorised as mixed complaints, combining two or more of these three statutory grounds.

The LSRA's Annual Report 2024 provides a county-by-county breakdown of complaints received during the year based on the business locations of the legal practitioners against whom complaints were brought.

Highlights in the report include:

### **Complaints Received Increased by 14% in 2024**

- The LSRA's Complaints, Resolutions and Investigations Department received a total of 1,476 complaints during the year, up 14% from 1,290 complaints in 2023. A total of 1,410 complaints related to solicitors while 66 related to barristers, reflecting the higher number of solicitors and their greater level of contact with consumers.



- More than half of all complaints, at 762 (52%), were about alleged misconduct only. A further 350 complaints (24%) were from clients relating to inadequate standards of legal services, while 23 (1%) were from clients relating to excessive costs (overcharging). The remaining 341 complaints (23%) were mixed grounds complaints, combining two or more of the three statutory complaints grounds.
- Out of the total of 1,476 complaints, 600 (41%) were made about legal practitioners practising in county Dublin, while 146 (10%) were about legal practitioners based in Cork, 66 (5%) in Limerick and 53 (4%) in Kerry. Multiple complaints may be brought against an individual legal practitioner.
- The LSRA received a total of 2,820 phone calls and e-mails in the year requesting information and/or complaint forms.

#### **Closed Complaints and Enforcement Actions 2024**

- A total of 1,474 complaints were closed during 2024, the third successive year of increase. Of these, 621 (41%) were closed as they were found to be inadmissible following a statutory assessment. A total of 143 complaints (10%) were upheld while 182 complaints (12%) were not upheld.
- A further 324 complaints (22%) were resolved between the parties, including 62 complaints which were successfully resolved and closed with the assistance of the LSRA's trained mediators.
- A total of 57 complaints of alleged misconduct were referred to the separate Legal Practitioners Disciplinary Tribunal (LPDT) for an inquiry (the LSRA cannot itself make findings of misconduct against legal practitioners).
- The LSRA made 18 applications to the High Court for orders to enforce its directions in complaints against legal practitioners and 18 orders were granted.

#### **Continued Growth in Limited Liability Partnerships in 2024**

- The number of partnerships of solicitors seeking authorisation from the LSRA to operate as Limited Liability Partnerships (LLPs) continued to grow in 2024, with a total of 26 LLPs authorised during the year. This brought to 509 the total number of LLPs authorised since November 2019 when LLPs were introduced. All partners listed on the LSRA's LLPs Register are provided with limited liability and their personal assets are protected from the negligence of other partners.

#### **Increase in Numbers on Roll of Practising Barristers in 2024**

- A total of 3,071 barristers were on the Roll of Practising Barristers on 31st December 2024, an increase of 20 on the previous year. Of these, 2,134 were members of the Law Library and 937 were practising outside of the Law Library.



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- The LSRA maintains the Roll as a searchable online register of all barristers entitled to provide legal services in the State. It is an important tool which allows members of the public to be assured that the barrister providing legal services on their behalf is lawfully entitled to do so.

**Commenting on the report, LSRA Chief Executive Officer, Dr Brian Doherty, said:**

*“In 2024, the LSRA handled a 14% increase in complaints which was largely due to a high volume of complaints by banks in relation to failures by solicitors to comply with undertakings. Increases in complaints numbers of course brings challenges in relation to resourcing and delivering our services in a timely manner.*

*“Despite this increased workload, I am pleased to report that for the third year in a row, there was an increase in the total number of complaints closed. This high closure rate is the direct result of a sustained and focused effort by both LSRA staff and members of its regulatory Committees who strive to improve efficiencies and refine complaints handling processes.”*

**Dr Doherty continued:**

*“The number of complaints resolved between the parties continues to grow and stood at one in five complaints in 2024. The LSRA understands of course that informal resolution may not be appropriate in every type of complaint. However, our mediation service is safe, confidential and voluntary and we see from the evidence that informal resolution can be a very effective and efficient way for both parties to work through their issues or disputes.”*

The LSRA’s Annual Report is available here: [LSRA Annual Report 2024 English](#) and [Tuarascáil Bhliantúil 2024](#) (pdf)

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