



An tÚdarás Rialála
Seirbhísí Dlí
Legal Services
Regulatory Authority

INDEPENDENT COMPLAINTS HANDLING

Complaints
about solicitors
and barristers

Focus on Conveyancing



Report 2 - 2025

From 8 March 2025
to 2 September 2025

LSRA

CONTENTS

Foreword	4
Introduction	6
Independent Complaints Handling	7
Complaint Journey	11
The Complaints Process	12
Number and Nature of Complaints Received	17
Complaints Closed	18
Overview of Complaints Handling	19
Themes Emerging from Complaints: Focus on Conveyancing	22
Conveyancing Case Studies	29
Statistical Breakdown of Complaints	36
Complaints Completion Statistics	38
Glossary	65

FOREWORD BY THE CHIEF EXECUTIVE OFFICER

It is my pleasure to introduce this report on the LSRA's operation of our independent complaints handling function for the period 8 March 2025 to 2 September 2025. This is our second bi-annual complaints report for 2025 and the twelfth such report we have published since the LSRA began to receive and investigate complaints about solicitors and barristers on 7 October 2019.

This report is also the second in our new format series where we take an in-depth look at complaints we have received in a single area of law and highlight key themes and case studies. Our aim is to raise awareness among legal practitioners of the kinds of mistakes and issues that lead to complaints in particular practice areas and to inform clients and consumers about the standard of legal services they should reasonably expect to receive.

In this edition, the focus is on conveyancing and the legal services provided by solicitors for clients who are buying or selling property. For very many people, their first direct engagement with providers of legal services is when they go to buy or sell a home and instruct a solicitor to do the conveyancing.

A spotlight on conveyancing does not at all mean that this is an area of legal services which attracts an excessive number of complaints to the LSRA.

In fact, conveyancing-related complaints about legal services and costs make up just 9% of the total number of complaints received by the LSRA to date (813 out of 8,617).

A recent Ipsos Ireland consumer survey for the LSRA found very high levels of client satisfaction with residential conveyancing services by solicitors, which many found to be professional, competent and efficient.

However, things can and do sometimes go wrong. As a formal legal process, conveyancing requires a high level of organisation, expertise and precision on the part of solicitors in their dealings with clients, lending institutions, various state agencies and other professionals.

The themes and case studies in this report highlight how sometimes poor quality work and a lack of due diligence by solicitors during the conveyancing process can lead to numerous complications for clients including, on occasion, financial loss. Solicitors should identify critical issues early, and make sure that they are addressed, to ensure that the legal transfer of ownership is finalised.

A unique exacerbating factor in complaints in the area of conveyancing is that failures by solicitors in the process may not be detected by their clients until

many years down the line, for example, when a property owner tries to sell their property and discovers that their ownership was never properly registered.

As is the case with the vast majority of complaints that the LSRA receives, poor communication or lack of communication from solicitors to their clients emerges as a strong theme in conveyancing-related complaints.

To that end, we highlight again the need for solicitors to keep their clients informed about the status of their conveyance, including where there are delays outside their control.

There are many excellent online guides to the conveyancing process available for both consumers and solicitors. These are named and referenced in this report and I strongly recommend that readers engage with these materials, which are full of practical, useful information.

The rest of this report reflects another busy period for the LSRA. Between 8 March and 2 September 2025, we received 841 complaints, 799 related to solicitors and 42 to barristers. This represents a slight increase in complaints on the previous reporting period. In the same period, we closed a total of 893 complaints. This represents a significant amount of work being undertaken by the small team at the LSRA.

Of the 893 complaints closed, 247 (27%) were either resolved between the parties or were resolved with the assistance of the LSRA's trained mediators.

This Independent Complaints Handling report is the last once I will introduce as the LSRA's Chief Executive Officer. In reflecting back to the first complaints statistics report which we published in April 2020, I am struck by how far the LSRA has come in terms of the expansion and maturation of our complaints handling infrastructure. Not only are we processing more complaints, we are progressing complaints more quickly and, significantly, the number of complaints resolved informally with the help of our experienced mediators is growing year on year.

In my tenure at the LSRA, I have been pleased to see lawyers increasingly reflect on their own behaviours and

practices in matters that are the subject of complaints. Their proactive engagement with the LSRA in resolving issues at an early stage is both encouraging and to be encouraged. It remains my strong view that the early resolution of complaints between the parties represents the best outcome in almost all of the complaints that we deal with.

On the other hand, I have too often found the need in these reports to highlight the small number of instances where legal practitioners have failed to engage with their regulator, or have failed to comply with the LSRA's directions or determinations in complaints which we have upheld.

In such circumstances, the LSRA has and will bring High Court proceedings to enforce its decisions. As I have repeatedly stated, there is no benefit to be gained by a legal practitioner through non-compliance, rather they are simply putting the LSRA to further effort and expense, adding to mounting frustration and disappointment for the complainant and increasing the cost of the levy on their fellow legal practitioners.

Finally, I would like to take this opportunity to thank all of the staff of the LSRA's small but dedicated Complaints Investigations and Resolutions Department who work so diligently in delivering the complaints function. They have my sincere gratitude and, as always, this report reflects just a fraction of the enormous amount of work that they do. I would also like to thank all of the members of the independent Complaints Committee and the Review Committee who have played such a vital role in the LSRA's complaints process since its establishment. Their dedication and commitment to ensuring that the complaints process is efficient, effective and fair cannot be overstated.

I hope that these reports continue to be of benefit to legal practitioners in assisting them to identify the errors, issues and behaviours that lead to complaints and also to clients and consumers of legal services in helping them to properly understand the level of service that they should expect from their lawyers.

Dr Brian J. Doherty
September 2025

Dr Brian J. Doherty



INTRODUCTION

The LSRA began receiving and investigating complaints about solicitors and barristers (collectively referred to as legal practitioners) on 7 October 2019. The LSRA is required under section 73(1) of the Legal Services Regulation Act 2015 (the Act) to report on the performance of its complaints function at intervals of no greater than six months. This is the twelfth such report, and it reports on the period from 8 March 2025 to 2 September 2025.

The LSRA is responsible for the regulation of legal services by legal practitioners and also for ensuring the maintenance and improvement of standards in the provision of such services.

Under the Act, the objectives of the LSRA are:

- **protecting and promoting the public interest;**
- **supporting the proper and effective administration of justice;**
- **protecting and promoting the interests of consumers relating to the provision of legal services;**
- **promoting competition in the provision of legal services in the State;**
- **encouraging an independent, strong and effective legal profession; and**
- **promoting and maintaining adherence to the professional principles of legal practitioners.**

The professional principles referred to require legal practitioners to: act with independence and integrity; act in the best interests of their clients; maintain proper standards of work; comply with such duties that are rightfully owed to the court; and comply with their duties of confidentiality to their clients.

The purpose of these reports is to inform consumers, legal professionals and the wider public about the matters that we investigate, the issues and behaviour that commonly give rise to complaints and the outcomes of the complaints that are made to us. In doing so, it is hoped that there will be increased consumer awareness about these issues. It is also hoped that legal practitioners find the reports useful in identifying the types of acts or omissions that can lead to complaints and in ensuring that their delivery of legal services is of the highest standard possible.

To that end, this report contains an overview of our independent complaints handling process and a summary of the nature and types of the complaints that we have received in the reporting period. It documents the outcomes of complaints considered by the Complaints Committee and the Review Committee and also contains case studies based on anonymised complaints. We hope that these case studies will be of particular use to both legal practitioners and consumers of legal services in understanding the nature of the LSRA's complaints handling and the lessons that can be learned from the complaints we receive and investigate.

INDEPENDENT COMPLAINTS HANDLING

Under the independent complaints handling regime, as set out in Part 6 of the Act, the LSRA became responsible for complaints which previously were made to the professional bodies for solicitors and barristers – the Law Society of Ireland and the Bar of Ireland, respectively.

Prior to the introduction of the LSRA's complaints handling function, the Law Society investigated complaints in relation to solicitors based on the statutory framework set out in the Solicitors Acts 1954 to 2011.

Prior to the introduction of the LSRA's complaints handling function, complaints in respect of barristers were not governed by statute. The Bar of Ireland, through the Barristers Professional Conduct Tribunal, was responsible for these complaints that related to its members.

What types of complaint can the LSRA deal with?

Under Part 6 of the Act, the LSRA can receive and investigate three types or grounds of complaint:

- **that the legal services provided were of an inadequate standard;**
- **that the amount of costs sought by a legal practitioner for legal services was excessive;**
- **that an act or omission of a legal practitioner constitutes misconduct under the Act.**

Misconduct is broadly defined in the Act and includes an act or omission which involves fraud or dishonesty, or which is likely to bring the profession into disrepute. It also includes the provision of legal services which were of an inadequate standard to a substantial degree, or the seeking of grossly excessive costs.

Only a client – or a person acting on behalf of a client – can bring a complaint to the LSRA where the client considers that the legal services provided were of an inadequate standard or that the amount of costs sought were excessive (overcharging). When it comes to alleged misconduct by a legal practitioner, any person can make a complaint to the LSRA.

How we record and classify complaints

In 2023, the LSRA introduced changes in the way that individual complaints are recorded and classified. The LSRA now records each individual complaint as relating to either one, two or all three of the statutory complaints grounds where appropriate. This replaces the previous system whereby an individual complaint was only recorded under the primary ground presented in the complaint.

The aim of the new, more sophisticated recording method is to better reflect the complexity of complaints that the LSRA receives, which often do not fit neatly into a single statutory ground. In reality, a single complaint may contain a number of different grounds. For example, in a complaint that is primarily about inadequate legal services the complainant may also consider that they have been overcharged. Similarly, in a complaint of alleged misconduct, the complainant may also consider that the legal services they received were inadequate. These are called mixed complaints.

A second change introduced in 2023 relates to how complaints under the Act’s three grounds are classified by the LSRA into a range of categories as part of an administrative process to aid our reporting.

There are a total of 35 available categories. Services and costs complaints are recorded by areas of law, such as litigation, conveyancing, probate and family law. Complaints alleging misconduct are recorded under categories that relate to the nature of the act or omission that gives rise to the complaint, such as, for example, fraud or dishonesty or failure to hand over a file.

Previously, an individual complaint was recorded as relating to one category only. For example, a complaint of inadequate legal services was classified only under family law, even if it also involved a component of probate. Likewise, a complaint alleging misconduct was classified only under dishonesty even if it also included a failure to communicate component. In all complaints, only the primary component was categorised and recorded.

Since the start of 2023, a complaint is classified into one or more categories, as appropriate. This reflects the reality that a single complaint frequently contains one or more issues or areas of law.

This change also better shows the complexity of the complaints received by the LSRA.

The number of complaints we report on remains the same, but we are able to report on the different components contained within those complaints and provide better data and analysis of the issues contained within complaints and the areas of law to which they relate.

Combined, these two changes give an accurate sense of the work involved in considering and investigating complaints by both the LSRA’s Complaints and Resolutions Officers and its two regulatory committees. The LSRA will continue to improve and refine the data that it collects and reports in fulfilment of its statutory objectives.

Who can make a complaint to the LSRA?

The complaints system – including who can make a complaint – differs depending on the specific grounds of complaint.

Complaints of inadequate services and excessive costs

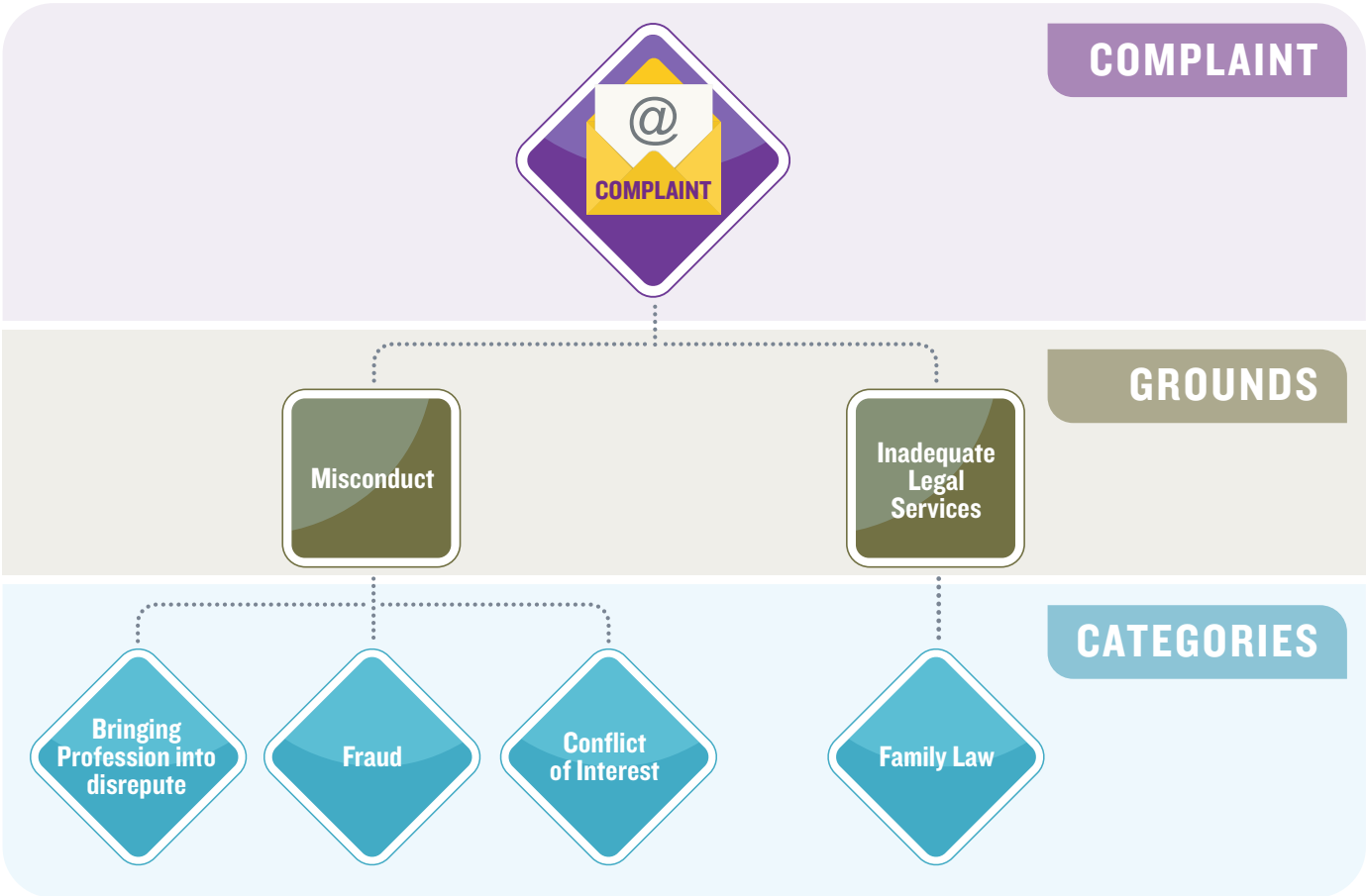
Complaints about inadequate legal services or excessive costs can be made to the LSRA by either the client of a legal practitioner or a person acting on behalf of a client.

Complaints in connection with legal services or costs must be received by the LSRA within three years of the date on which the legal services were provided or the bill of costs was issued, or within three years of the client becoming aware of the inadequate legal services or excessive costs (or from when they ought reasonably to have become aware of the same).

Complaints of misconduct

Any person, not just a client, can make a complaint where they believe there is evidence of misconduct on the part of a legal practitioner. There is no statutory time limit for complaints relating to alleged misconduct.

HOW A COMPLAINT CAN BE RECORDED AND CLASSIFIED



How to make a complaint

Complaints must be made to the LSRA in writing and they can be submitted by post or email. A complaint form is available on the LSRA website for download, along with information guides for the assistance of both complainants and legal practitioners. Complainants are encouraged to use the complaint form where possible.

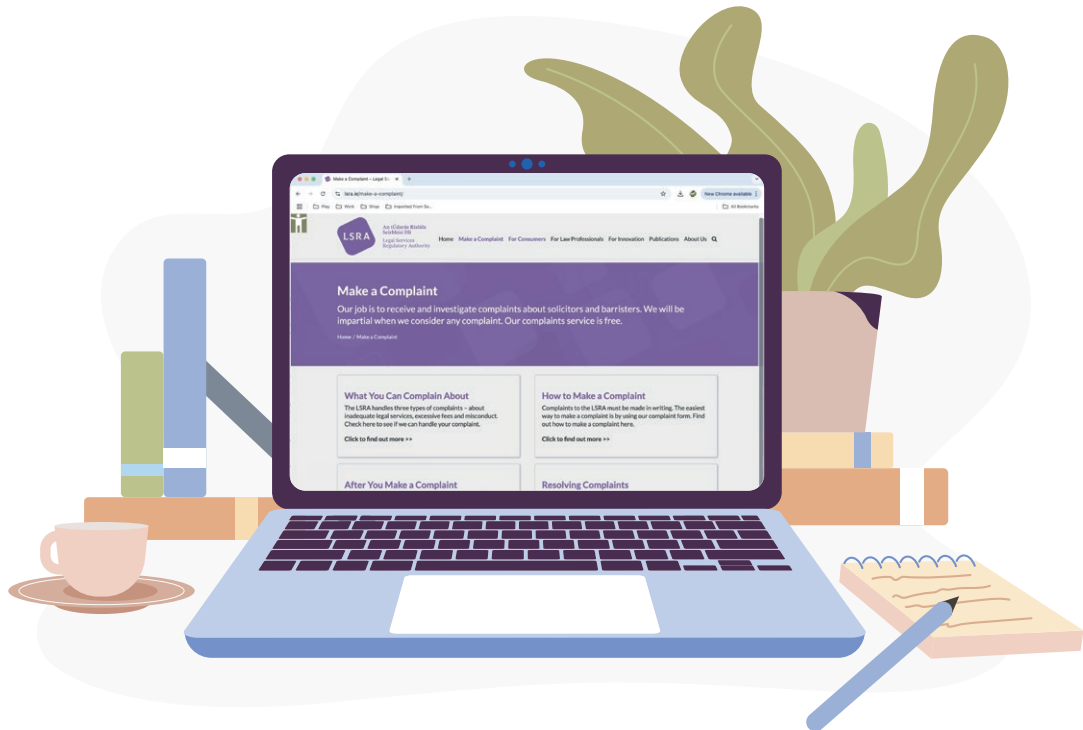
How we can assist

As the LSRA is independent in the operation of its functions, our complaints staff cannot advise complainants about the nature and content of their complaint or, indeed, whether or not to make a complaint. However, LSRA staff are available to assist

in answering any questions about the complaints process and are available by telephone during the hours listed on our website. In addition, a consumer guide to the LSRA's complaints service is available in Citizens Information Offices and libraries. Consumer leaflets and videos are also available on the LSRA's website and YouTube channel.

Should anyone need assistance in making their complaint, they should consider contacting the Citizens Information Service, the Free Legal Advice Centres or the National Advocacy Service for People with Disabilities.

If you require particular assistance accessing our services, you can contact our Access Officer whose details are on our website (www.lsra.ie).



THE COMPLAINTS PROCESS

The Legal Services Regulation Act 2015, together with the Regulations enacted pursuant to the Act, set out detailed processes for the handling of complaints about legal practitioners, including a series of statutory deadlines which must be observed.

All complaints received are given a file reference number and are opened initially as a query. Complaints staff then scrutinise each file to decide whether a query should be classified as a complaint or is more appropriately dealt with as a query. This is an important stage in the complaints handling process as complaints staff clarify the issues that have been raised.

Preliminary review for admissible and inadmissible complaints

Once a query is classified as a complaint, the LSRA is required under the Act to conduct a preliminary review to determine whether or not the complaint is admissible. In essence, this means that complaints staff gather evidence from both the complainant and the legal practitioner.

As part of this process, the LSRA must notify the legal practitioner of the complaint in writing, provide the legal practitioner with a copy of the complaint and request a written response with observations within 21 days. Complaints staff may also, at this preliminary review stage, request additional information in writing from either the complainant or the legal practitioner.

Legal practitioners are encouraged to provide a full response to allegations made and to provide any relevant evidence that they may have at this stage. It is often necessary to seek further information from the complainant and/or from the legal practitioner in order to ensure that the LSRA has sufficient material upon which to base its decision on the admissibility of a complaint.

Informally resolving complaints

The LSRA encourages early resolution of complaints where appropriate. Complaints may be informally resolved between parties before a complaint has been determined to be admissible.

In addition, once a complaint has been determined to be admissible, the Act requires the LSRA to invite the parties to make efforts to resolve matters where those complaints relate to:

- **Legal services of an inadequate standard;**
- **Excessive costs; or**
- **The provision of legal services of an inadequate standard to a substantial degree that, if substantiated, would constitute misconduct.**

Informal Resolution in most cases is by way of individual phone calls with an LSRA trained mediator. The mediator generally talks to both parties to see if there is a way for them to resolve the complaint to their satisfaction. The approach to Informal Resolution may vary in each complaint depending on the nature of the complaint and what the parties agree. Group calls, face-to-face meetings or the appointment of an external mediator can all be considered if the participants agree that it could help to resolve the issues.

In compliance with the terms of the Mediation Act 2017, the LSRA's qualified staff are affiliated to the Mediators' Institute of Ireland and are fully trained to deal with this aspect of the legislation. The mediation process is quite separate to the investigation and determination of the complaint, which is effectively placed on hold to allow the Informal Resolution process to take place.

Determination of complaints about services and costs

If not resolved informally, complaints relating to inadequate legal services or excessive costs are determined by the LSRA Complaints and Resolutions Unit.

Should the LSRA determine that the legal services provided by a legal practitioner have been of an inadequate standard (and that it is appropriate to do so) the LSRA can direct the legal practitioner to:

- **Rectify the issue at their own expense or at the expense of their firm;**
- **Take such other action as the LSRA may specify, the cost of which should not exceed €3,000;**
- **Transfer any documents relating to the issue to another legal practitioner nominated by the client;**
- **Pay to the client a sum not exceeding €3,000 in compensation for any financial or other loss suffered by the client.**

Should the LSRA determine that the amount of costs sought by a legal practitioner was or is excessive (and that it is appropriate to do so) the LSRA can direct the legal practitioner to:

- **Refund, without delay, all or some of any amount already paid by the client to the legal practitioner; or**
- **Waive all or some of the amount billed.**

The LSRA can also make a determination that the costs sought were not excessive or that the legal services delivered were not inadequate.

Review of LSRA determinations about services and costs

Once the LSRA has made a determination of a complaint, the legal practitioner or complainant can request that the determination be reviewed by the Review Committee.

The independent Review Committee sits as a three person committee, composed of two lay persons and one legal practitioner. The Review Committee considers all requests for review made to it and provides both the complainant and the legal practitioner with an opportunity to make a statement in writing as to why the determination of the LSRA was incorrect or unjust.

Following its consideration of the determination made by the LSRA, as well as any statements made by the complainant and the legal practitioner, the Review Committee can:

- **Confirm the LSRA determination;**
- **Send the complaint back to the LSRA with directions for it to be dealt with again;**
- **Issue one or more directions to the legal practitioner, for example to waive or refund fees, to rectify an error or to pay compensation, as it considers appropriate.**

Determination of misconduct complaints

The Complaints Committee considers and investigates complaints of alleged misconduct about legal practitioners. The LSRA established the Complaints Committee in 2020. It is independent in its decision-making.

The Committee is made up of 27 members. These are comprised of not fewer than eight members nominated by the Law Society; not fewer than four members nominated by the Bar of Ireland (formerly the Bar Council); and the balance made up of lay members appointed following a competitive selection process.

The Complaints Committee is split into three groups, each with nine members. Divisional Committees drawn from these groups sit to investigate complaints, as either a five or three person committee. Divisional Committees always have a lay majority and a lay chairperson. The Divisional Committees sit on a rolling basis throughout the year at approximately six week intervals. They also meet on an ad hoc basis to consider individual complaints when it is necessary to do so.

The Complaints Committee can ask the complainant or legal practitioner to supply information or documentation relating to the complaint and can also require either party to verify information by way of an affidavit. The Complaints Committee can also require the complainant and the legal practitioner to appear before it for the purposes of the investigation of the complaint.

The Complaints Committee cannot itself make findings of misconduct. It can refer more serious matters on to the Legal Practitioners Disciplinary Tribunal (LPDT) for an inquiry, where appropriate.

If the Complaints Committee considers that the complaint does not warrant referral to the LPDT, but is one that warrants the imposition of a sanction, it can impose sanctions including the following directions to the legal practitioner to:

- **Complete the legal service or arrange for the service to be completed by a legal practitioner nominated by the complainant at the expense of the legal practitioner;**
- **Participate in a professional competence scheme;**
- **Waive or refund fees;**
- **Take other action in the interest of the complainant;**
- **Comply with undertaking(s);**
- **Withdraw or amend an advertisement made by the legal practitioner;**
- **Pay compensation to the complainant not exceeding €5,000;**
- **Pay costs to the LSRA;**
- **With the consent of the legal practitioner, (failing which the matter will proceed to the Legal Practitioners Disciplinary Tribunal) impose a specified restriction or condition on the practising certificate or the practice of the legal practitioner.**

Where the Complaints Committee considers it to be reasonable and appropriate, it can direct a legal practitioner to pay up to €5,000 towards the costs incurred by the LSRA in investigating the complaint.

Where the Complaints Committee determines that the legal practitioner has in the course of its investigation “refused, neglected or otherwise failed, without reasonable cause, to respond appropriately,” the legal practitioner can be directed to make a further contribution to the LSRA’s costs of up to €2,500. .

Legal Practitioners Disciplinary Tribunal

The Legal Practitioners Disciplinary Tribunal (LPDT) is an independent statutory tribunal established under section 74 of the Legal Services Regulation Act 2015. It considers complaints of alleged misconduct referred to it by the LSRA or the Law Society of Ireland. It does not accept direct applications from complainants or from other parties.

The LPDT’s 33 members, including its Chairperson, were appointed by the President of the High Court in November 2020. Its membership consists of 21 lay members, six solicitors and six barristers. It sits in divisions of a minimum of three members, with a lay majority including a lay chair.

LPDT inquiries are generally held in public, with oral evidence. The LPDT has the same rights and powers as the High Court regarding the enforcement of the attendance of witnesses, as well as the production and the discovery of documents. It can subpoena witnesses to attend and give evidence, including under cross-examination.

The LPDT is the successor body to the Solicitors Disciplinary Tribunal and the Barristers’ Professional Conduct Tribunal.

Where the LPDT makes a finding of misconduct, it can impose a wide range of sanctions. These include:

- **Imposing an advice, admonishment or censure on the legal practitioner;**
- **Directing the legal practitioner to participate in one or more professional competence schemes;**
- **Directing the legal practitioner to waive or refund costs;**

- Directing the legal practitioner to complete certain legal services;
- Imposing conditions on the legal practitioner’s practising certificate;
- Imposing a range of monetary sanctions, the total amount of which cannot exceed €15,000;
- Making a recommendation to the High Court that the legal practitioner be restricted in the type of work they can do;
- Making a recommendation to the High Court that the legal practitioner be prohibited from practising without supervision;
- Making a recommendation to the High Court that the practitioner be suspended from practice or struck off permanently from the Roll of Solicitors.

The LPDT started holding inquiries in June 2023. Where the LPDT makes a finding of misconduct against a legal practitioner, the LSRA has an obligation, subject to any appeal of the decision, to arrange for the publication of: the determination of the LPDT; the name of the legal practitioner concerned; the nature of the misconduct; and the sanction imposed. Since 2024, the LSRA has been responsible for the publication of LPDT determinations. For complaints about solicitors, the LSRA publishes LPDT findings in the Law Society Gazette. Where, following a recommendation of the LPDT, the High Court makes an order striking the name of a solicitor off the Roll of Solicitors, or the name of a barrister off the Roll of Practising Barristers or suspending either a solicitor or barrister from practice, the LSRA is required to publish a notice of the operative part of the order in Iris Oifigiúil and will also publish the details on the LSRA website.

Enforcement in the High Court

Where a legal practitioner fails to comply with a determination of the LSRA or the LPDT, the LSRA can apply to the High Court for an order directing compliance.

These enforcement applications under section 90 of the Act are made where any appeal period has expired and no evidence of compliance by a legal practitioner has been provided. In circumstances where the LSRA considers it necessary to apply to the President of the High Court for a section 90 order, the LSRA will also seek an order for the payment of the costs incurred in doing so.

NUMBER AND NATURE OF COMPLAINTS RECEIVED

During the reporting period from 8 March to 2 September 2025, the LSRA received a total of 1,405 phone calls and e-mails requesting information and/or complaint forms. In addition, a total of 1,076 files were opened, initially as queries. Following assessment, a total of 841 were then categorised as complaints. This is an increase of 1% in the total number of complaints received in this reporting period compared with the previous one, when 829 complaints were received. Of the 841 complaints, a total of 799 related to solicitors and 42 related to barristers, reflecting the higher number of solicitors and their greater level of contact with consumers. Multiple complaints may be brought against an individual legal practitioner.

As outlined earlier in this report, the LSRA has enhanced the recording of individual complaints as relating to one, two or all three of the Act’s grounds, where appropriate. These reports now include a full breakdown of grounds across all 841 complaints received. This breakdown shows that a total of 668 complaints (79%) contained only one statutory ground, while a further 173 (21%) were mixed complaints, combining more than one of the three grounds.

The largest category of complaints received were of alleged misconduct. In this period, 419 complaints received were about alleged misconduct only, representing 50% of complaints received. However, misconduct was also a ground for complaint in a further 108 complaints.

A total of 240 complaints (28%) were about inadequate standards of legal services only. However, inadequate services were also a ground for complaint in a further 167 complaints. Likewise, nine complaints (1%) were about excessive costs only, with excessive costs grounds also raised in 97 other complaints.

A further breakdown of these figures is provided in the Statistical Breakdown of Complaints section of this report.



COMPLAINTS CLOSED

Summary of complaints closed and outcomes

A total of 893 complaints were closed in this reporting period. Of these, 375 complaints (37%) were closed because they were deemed to be inadmissible following a statutory assessment.

A total of 247 complaints (27%) were resolved informally between the parties with the assistance of the LSRA. These included 18 complaints which were resolved and closed in the LSRA's Informal Resolution process with the help of its trained mediators.

Of the remainder:

- 97 complaints were upheld.
- 105 complaints were not upheld.
- 33 complaints were withdrawn.
- 43 complaints of alleged misconduct were referred to the Legal Practitioners Disciplinary Tribunal by the Complaints Committee.
- 51 complaints were closed for other reasons including that the complaint was deferred.

In 49 of the 97 upheld complaints, the legal practitioner was directed to pay compensation to the complainant of up €5,000. The total amount of compensation that legal practitioners were directed to pay to their clients was €73,525.

In addition, legal practitioners were directed to refund or waive a total of €20,705 in fees and pay €10,000 by way of contribution towards costs incurred by the LSRA in investigating complaints.

While there were 893 complaints closed in the reporting period, the complaints outcomes total above comes to 913. This is because there can be more than one outcome in a mixed complaint which contains more than one of the three statutory grounds.

Full details of the outcomes of complaints closed in the reporting period are set out in Table 1 in the Complaints Completion Statistics section of this report.



OVERVIEW OF COMPLAINTS HANDLING

This section provides an overview of progress in complaints handling during the reporting period. It summarises the outcomes of complaints at five different stages in the complaints process. Some of these complaints are still making their way through the complaints system, while others are closed and form part of the statistics above.

- **Informal Resolution**
- **LSRA Determinations**
- **Review Committee**
- **Complaints Committee**
- **High Court Enforcement**

Informal Resolution

In a total of 122 complaints of inadequate legal services and excessive costs which were determined to be admissible, the parties were invited to make efforts to resolve matters in the LSRA's statutory Informal Resolution process. The outcomes of these complaints are as follows:

- In 18 complaints there was no response to the invitation by either the complainant or the legal practitioner.
- In 20 complaints the legal practitioner did not take up the invitation to take part in the Informal Resolution process.
- In 27 complaints the complainant did not take up the invitation to take part in the Informal Resolution process.
- A total of 17 complaints were resolved with the assistance of the LSRA's trained mediators.
- In 40 complaints both parties engaged in the Informal Resolution process but it was not possible to resolve the complaint. Complaints of inadequate legal services and excessive costs that are not resolved by the Informal Resolution process proceed to be investigated and determined by the LSRA.

LSRA Determinations

The LSRA’s Complaints Resolution Officers (CROs) made determinations in 90 complaints in this reporting period. Of these, 56 complaints were upheld and 21 were not upheld. A further 13 complaints were resolved, withdrawn, or could not proceed at that stage.

Either party to a complaint can seek a review of the LSRA’s CRO determinations within 30 days of notification (the review period). Reviews are carried out by the Review Committee. Where the 30 day period expires without a review request, the LSRA’s determination is binding upon the parties.

For this reason, Table 2 in the Complaints Completion Statistics section of this report sets out the details of 84 LSRA determinations that can be reported on as the review period has expired.

The same table in the next complaints report will include details of those determinations that were still within the 30 day review period at the cut-off date for this report.

Review Committee

The Review Committee met five times in the reporting period and reviewed determinations made by LSRA CROs in 31 complaints. The Review Committee’s determinations were as follows:

- It confirmed the initial determinations in a total of 27 complaints. In six of these, the Review Committee increased the amount of compensation to complainants. In a further two, the Review Committee decreased the amount of compensation to complainants.
- It set aside a determination upholding one complaint.
- It sent back two complaints to be dealt with again.
- It confirmed the determination in relation to excessive costs but did not confirm the determination in relation to inadequate services in one complaint.

The Review Committee outcomes are set out in Table 3 in the Complaints Completion Statistics section of this report.

Complaints Committee

The Complaints Committee met on 20 occasions in the reporting period. A total of 256 complaints were closed at Complaints Committee stage. The outcomes were as follows:

- 43 complaints were referred to the Legal Practitioners Disciplinary Tribunal for further investigation.
- 49 complaints were upheld and sanctions imposed.
- 84 complaints were not upheld.
- 17 complaints were resolved by the parties and nine were withdrawn or discontinued for a range of reasons whilst before the Committee.
- A total of 54 complaints were closed prior to consideration by the Complaints Committee. Of these, 44 were resolved by the parties and 10 were withdrawn by the complainant or discontinued for a range of other reasons.

The Complaints Committee outcomes are set out in Tables 4 and 5 in the Complaints Completion Statistics section of this report.

High Court Enforcement

During the reporting period, the LSRA issued instructions to external legal representatives to begin enforcement proceedings against legal practitioners under section 90 of the Legal Services Regulation Act 2015. These High Court actions are for an order to direct a legal practitioner to comply with the LSRA’s determinations and directions.

A total of 34 pre-action letters were issued to legal practitioners seeking their compliance with LSRA directions or determinations within a set period of time. A pre-action letter can result in compliance by the legal practitioner, in which case court proceedings are not necessary.

Also in this reporting period, the LSRA issued 16 section 90 enforcement proceedings. In total, the LSRA obtained four orders from the President of the High Court, some of which related to applications that had been issued in the previous reporting period. All orders provided for the payment of the LSRA’s costs by the legal practitioner.



THEMES EMERGING FROM COMPLAINTS: FOCUS ON CONVEYANCING

As part of its ongoing work examining issues and themes behind complaints, the LSRA intends in this report, and over a number of subsequent reports, to focus on complaints received in particular areas of law where consumers often engage legal practitioners. The aim of this is to both assist clients to better understand issues that may arise and to inform legal practitioners as to how they might review their own business procedures and practices in order to reduce the likelihood of complaints being made.

The focus of this report is conveyancing – the process of transferring ownership of property from one person to another. Both the property seller (the vendor) and the property buyer (the purchaser) will generally retain solicitors to manage the process.

In many of the complaints received by the LSRA that involve conveyancing, the complainant was the purchaser in a property transaction, variously involving a house, an apartment or land. The following are some of the key themes that have emerged in complaints relating to conveyancing services made to the LSRA since it began receiving and investigating complaints in October 2019.

Good investigations early on minimise the risk of problems later

Poor quality work by solicitors was a common aspect of a sample of conveyancing-related complaints of inadequate legal services which were upheld by the LSRA.

These generally included failures by solicitors to carry out essential tasks in order to avoid pitfalls and flag up potential issues to be addressed. At the pre-contract stage, these tasks can include making appropriate enquires in relation to issues such as planning permission, maps and surveys as well as charges or taxes which may affect the property such as management company fees or Local Property Tax.

Lack of due diligence on the part of solicitors during these early stages of the conveyancing process can lead to numerous complications for clients and, in some of the complaints investigated by the LSRA, have led to financial loss.

For most residential property sales, the average conveyancing timeframe is a period of months. However, in many of the complaints brought to the LSRA, clients have been faced with delays stretching to years due to the failure of solicitors to complete all of the work involved in the conveyancing process.

The LSRA routinely directs solicitors to refund clients and pay compensation (up to a maximum of €3,000) in conveyancing related complaints about poor quality services that it upholds.

Examples of upheld inadequate legal services complaints include instances where:

- The solicitor acted for their client in connection with the purchase of a house and failed to ensure that the necessary certificate of compliance with planning permission and building regulations was received as part of the sale. When the complainant went to sell the house years later, she had to engage the services of a new planning consulting engineer to obtain these documents.
- The solicitor acted for their client in the purchase of an apartment but failed to ensure all management fees due by the previous owner had been discharged, resulting in a charge affecting the property of €2,800.
- When acting for their client in a purchase, the solicitor failed to ensure that Local Property Tax affecting the property had been discharged by the previous owner. When their client went to sell the property, they had to pay those taxes before the sale could close.
- The solicitor failed to ensure that the property had the necessary wayleaves (right of way) granted by an adjoining landowner for utility pipes serving the property. This resulted in significant delays when the client tried to sell the property some years later.

Getting it Right

Clients should be able to reasonably expect that:

- Their solicitor will ask them all the relevant questions and flag any issues that may potentially cause delays in the conveyancing process.
- Their solicitor will request from them up to date receipts for proof of payment of any taxes or charges related to the property such as Local Property Tax or fees due to a management company.
- Their solicitor will advise them to engage a suitably qualified person such as an engineer or architect to check the boundaries of the property against any maps to make sure that maps are accurate and Land Registry compliant.
- All planning and building control documents that are required for the property are in place.

Key messages for solicitors:

- Solicitors must, where possible, thoroughly check information supplied by their clients to ensure it is correct. They should also raise appropriate pre-contract enquiries with the seller's solicitor to avoid issues later on. Such checks will be specific to each transaction and are in addition to the standard questions raised by solicitors in their pre-contract enquiries and requisitions on title. What may seem to be relatively trivial issues may prove to be important later. Some things might be assumed to be correct, but the client is paying to have these issues checked as part of the conveyancing process.

- If service quality issues arise, solicitors should offer a prompt acknowledgement of their clients' complaints and put forward remedies. This may help mitigate against any compensation directed to be paid later by the LSRA in the event that a complaint is upheld.
- Anticipated delays at later stages of a conveyancing transaction may be reduced by the solicitor being proactive. For example, it may take lenders at least several weeks to release title deeds to solicitors, so the earlier the solicitor makes the request, the better.
- If essential documents and receipts are not available at the date of closing, solicitors should consider whether it is appropriate to proceed with the sale/purchase until they are.
- An undertaking is a binding professional obligation and should only be used and relied upon where it is of absolutely essential.

Resources for consumers

The website www.landdirect.ie is a service from Tailte Éireann. Anybody can search the Registry map and view documents (folios) which contain information relating to the title and ownership of 2.2 million registered properties. For a fee, copies of folios can be provided.

Solicitors' work continues after the keys to a property are handed over

Failures by solicitors to complete all the work involved in a conveyancing transaction can cause stress and upset for their clients and give rise to complaints to the LSRA.

The late stage failures which commonly give rise to complaints may include apparently straightforward steps such as ensuring that title deeds to a newly purchased property are stamped by Revenue and lodged with Tailte Éireann (the Land Registry) so that the new ownership is registered.

In many conveyances lending institutions will be involved and there is an obligation to those institutions, in the form of undertakings from solicitors, to ensure registration is properly completed and the property deeds are furnished to the lender. The LSRA has handled multiple complaints involving failures by solicitors to comply with such undertakings.

An exacerbating factor in many complaints is that such failures are often not detected until the property owner tries to sell the property years down the line. In some complaints, the solicitor may no longer be in practice by the time the client discovers they have a problem.



Examples of upheld complaints involving incomplete work in conveyancing include instances where:

- The client purchased a house and only discovered sixteen years later, when they went to sell the property, that their solicitor had not sent their deeds to the bank as he had undertaken to do.
- The client discovered, after checking with the Land Registry, that their title to the property, which they had purchased six years earlier, had not been registered by the solicitor.
- The client faced difficulties involving a right of way to their house, which was for sale. The client instructed the solicitor to register the right of way. The solicitor delayed acting on this instruction and tried to resolve the difficulty by inserting a clause in the sale contract. The solicitor failed to advise the client of the possibility that this might not resolve the issue. Access to a property is an issue that goes directly to the marketability of that property and, if there is no proper access, this could seriously affect the market value of the property. In very rare cases it could render the property unsaleable, particularly in circumstances where a purchaser is financing the purchase with a mortgage.
- The solicitor acted for clients in connection with the transfer of a site of land to them following the death of a relative. While the transaction was subject to probate, the solicitor failed to apply for a Grant of Probate which was necessary to register the client's title to the site. The client subsequently faced delays in building a property on the land.

- The client instructed their solicitor to transfer a property to other family members as a gift. Three years later the client learned that nothing had been done at all. The solicitor would not return the client's emails and telephone enquiries into the matter. Even though there might be no money changing hands and no mortgage, a transfer made "in natural love and affection" is a conveyance just like any other.
- The solicitor acted for the complainant in the purchase of a property. Three years later, the client complained to the LSRA that the registration had not been concluded. It emerged that the solicitor had lodged an application for registration but had failed to deal with the queries that had been raised. This meant the registration had not progressed.
- The client bought a number of fields and, due to a delay by the solicitor in attending to a Land Registry query, the ownership of only one field was registered. The other three fields remained in the name of the vendor.
- The client purchased a property along with a small parcel of land. It was subsequently discovered that while the property purchase paperwork was completed, the land purchase had not been finalised and a deed of rectification had to be subsequently lodged with the Land Registry.



Getting it Right

Clients should be able to reasonably expect that:

- The application for registration of their ownership of a newly purchased property is completed by their solicitor as soon as possible after the closing of the conveyancing transaction.
- Where there may be delays in registering property that are outside of a solicitor's control, the solicitor would keep them advised of progress and would confirm as soon as the registration has been completed.
- Once registration is completed, they receive a copy of their Land Registry folio showing them as the registered owner. There should be a title plan (map) attached to the folio showing the location and boundaries of a registered property.

Key messages for solicitors:

- The solicitors' role does not end when the keys to a property are handed over. The steps that must be taken post-sale are an integral part of the conveyancing and registration process.
- In the sale of a property, solicitors should discharge any charges affecting the property and transfer the balance of funds without delay to their clients when all required checks have been completed. They should also ensure that a discharge of the previous mortgage has been provided to the purchaser's solicitor.

- Tailte Éireann can reject applications because the wrong process has been used. Solicitors must look closely at the Land Registry Rules to check in particular whether or not the Form 3 certification process is suitable. The checklists that Tailte Éireann uses are available on its website and solicitors are advised to refer to these when submitting their applications.
- If a registration application is rejected by Tailte Éireann, solicitors should be proactive and reply to any queries in a timely fashion to finalise the registration and ensure that the application is not abandoned. In certain circumstances, it may be appropriate for the solicitor to keep their client updated with regard to the registration, particularly where there may be mapping issues.
- When registration has been completed, the solicitor should send the client proof of this (folio and title plan or map) before closing the file. This ensures that the purchaser has proof of ownership for their own records and would also help prevent this crucial step being overlooked.

Resources for consumers:

The Law Society of Ireland and the Society of Chartered Surveyors Ireland have published *Speed up your Property Sale: A Guide to Avoiding the Most Common Delays*. This is a useful resource for people selling property and provides useful guidance about dealing with solicitors as well as other professionals.

The Law Society of Ireland is due in 2026 to launch an accompanying *Speed up your Property Purchase Guide*.

Solicitors could usefully make information resources available to clients so that they can understand the process.

Accountability to clients requires ongoing and effective communications

Poor communication or lack of communication from solicitors with their clients stands out as a significant issue in conveyancing-related services complaints brought to the LSRA.

Even where complaints were not upheld by the LSRA on the basis that a solicitor's work was adequate, a failure to keep the client updated on important issues was often noted as an aggravating factor in the complaint.

Examples of upheld complaints involving communications failures in conveyancing include instances where:

- The client, despite paying an upfront fee of €2,000 to their solicitor, was not kept informed of progression of the conveyance over a three-year period. The solicitor had carried out work but had encountered complexities which were not explained to the client.
- The solicitor acted for their client in the purchase of a house. Three years later, the client received a bill from the property's management company which set out fees due from the previous owner. The client contacted the solicitor for assistance and the solicitor failed to communicate adequately or provide information regarding how the matter had originally been dealt with.
- The solicitor failed to keep their client informed about delays in the finalisation of the registration of their property which was still ongoing three years after the client purchased the property. Some applications for registration can take many years, particularly if it is an application for first registration and/or there are mapping issues. Some such applications can take five or six years, but the clients are often not made aware of that.

Getting it Right

Clients should be able to reasonably expect that:

- Their solicitor explains how the property selling process works, including the timelines involved, and also provides up to date information on progress. In particular, any changes to the timelines should be communicated as the conveyance progresses as clients expect their solicitor to advise them of potential problems and possible delays.
- Their solicitor engages proactively with other parties involved in the conveyance such as the estate agent, the mortgage provider and the solicitor for the other party to the conveyance.
- Their solicitor keeps them informed if there are delays completing their registration and confirms once the registration has been completed by sending them a complete copy of the folio evidencing the registration.
- Their solicitor confirms where their title deeds are kept – i.e. in the solicitor’s safe or with a financial institution if there are borrowings supporting the purchase.

Key messages for solicitors:

- Solicitors must keep attendance notes and records of all instructions and advices given. In a number of conveyancing complaints that were not upheld by the LSRA, the solicitors were able to provide evidence that they had adhered to their clients’ instructions, or that they had properly communicated with their clients about any issues that had arisen.
- As well as carrying out any necessary work, solicitors must keep their clients updated as to progress made and confirm with them once all matters are finalised.
- The government has published *A Best Practice Charter for Solicitors and Estate Agents in Conveyancing*. Adherence to the charter will benefit solicitors and their clients in terms of setting out expectations in the delivery of conveyancing services.



CONVEYANCING CASE STUDIES

This section contains a selection of anonymised case studies based on complaints dealt with by the LSRA. Details of the complaints may have been altered to ensure anonymity, but the case studies should serve to illustrate the nature of the complaints the LSRA receives as well as the outcomes. It is hoped that these case studies are useful for both the public and legal practitioners.



CASE STUDY 1

Inadequate services complaint upheld against solicitor who failed to register clients' property with Tailte Éireann

TYPE OF COMPLAINT: Inadequate legal services

The complainants instructed their solicitor in relation to the purchase of a property. After the sale and property registration were completed, the complainants did not receive their title deeds. The complainants made numerous attempts to call and email their solicitor. They only received one response, which did not address the matter of the outstanding deeds. The complainants subsequently learned that more than two years after the completion of the purchase, the solicitor had not carried out the necessary tasks to register the property with Tailte Éireann. The complainants had wished to sell their property but could not do so until the matter was rectified.

OUTCOME: Complaint upheld

The LSRA upheld the complaint and directed the solicitor to:

- Ensure that the application for registration of the client's property was completed promptly.
- Provide weekly updates to the clients on the matter until the registration was completed.
- Pay the clients the sum of €2,000 in compensation.

LESSONS FOR THE PUBLIC:

If you engage a solicitor for the purpose of purchasing a property, the solicitor is obliged to complete the registration of the property with the Land Registry. If your solicitor does not respond to your emails or phone calls within a reasonable period of time, then you may wish to make a complaint of inadequate legal services to the LSRA.

LESSONS FOR PRACTITIONERS:

Your duty to your client does not end when they receive the keys to their property. You must ensure that your client possesses good title to a property and that includes the completed registration of the property with the Land Registry. Furthermore, if any problems or issues arise, you should respond promptly to your clients and clearly outline paths to a remedy. The *Solicitor's Guide to Professional Conduct*, published by the Law Society of Ireland, sets out clear expectations about the standard of care expected from solicitors to your clients.

CASE STUDY 2

Complainant error resulted in inadequate services complaint not being upheld

TYPE OF COMPLAINT: Inadequate legal services

The complainant purchased a house in 2006. When he tried to sell it more than a decade later, he discovered he was not registered as the property owner. He notified his solicitor of the issue and learned that he was registered as owner of a different property. This was because the maps attached to the deeds transferring ownership of the house to him were incorrect. The solicitor confirmed that, at the time of the house purchase in 2006, he had asked the complainant to ensure the maps accurately reflected the property in reality. In an effort to resolve the problem, the solicitor asked the complainant to attend on site with him to make sure the new maps were correct. The complainant refused to do this.

OUTCOME: Complaint not upheld

The LSRA did not uphold the complaint because the solicitor was not responsible for the error in the first place. The solicitor had tried to fix the issue but needed the co-operation of, and instructions from, his client in order to do so.

LESSONS FOR THE PUBLIC:

It is very important to always check that the official maps of the boundaries of a property are accurate and that they reflect what you are buying. A solicitor cannot confirm the accuracy of a map for you. If problems arise, a solicitor may need your co-operation to resolve the difficulty. Once the registration is completed and the solicitor sends a copy of the folio and title plan (map) to you, you should check it very carefully.

LESSONS FOR PRACTITIONERS:

You should ensure that your client understands that it is their responsibility to check the accuracy of maps relating to their property. It is good practice to get the clients to initial the copy map to avoid any possible doubt. If an incorrect property is registered in their name, this may cause serious issues for them if they wish to sell or re-mortgage later on. Trying to resolve problems of this sort years later can be extremely difficult.

CASE STUDY 3

Solicitor in misconduct complaint directed to cover costs to client of rectifying problems

TYPE OF COMPLAINT: Misconduct – inadequate services to a substantial degree

The complainant instructed a solicitor to act for her in the purchase of a property which she was buying from her daughter. The same solicitor had acted for the daughter when she originally bought the house from a developer. When the complainant subsequently sought to sell the property, she discovered that the house was built without planning permission and its ownership was still in the name of the developer. The solicitor did not respond to the client's request for assistance to rectify the issues. At considerable expense, the complainant had to employ an architect and make a planning application.

OUTCOME: Complaint upheld

The LSRA upheld the complaint and directed the solicitor to hand over requested files to the complainant's new solicitor and discharge all costs incurred by the complainant in trying to rectify the issue.

LESSONS FOR THE PUBLIC:

While registration of ownership of a property can take time to conclude, a solicitor should respond to your reasonable queries and be able to give you a "dealing number" so that you can track the progress of the registration yourself online on the Land Registry website. Your solicitor should also always advise you when registration has concluded.

LESSONS FOR PRACTITIONERS:

You are reasonably required, as part of the legal services to a client, to finish work you have been instructed to do and/or to advise your clients if you encounter any difficulty or delay in finalising the work or completing the registration.

CASE STUDY 4

Poor communications from solicitor led to complaint of inadequate legal services being upheld

TYPE OF COMPLAINT: Inadequate legal services

The complainant instructed a solicitor regarding the purchase of a property belonging to a deceased family member. The complainant raised concerns with the solicitor regarding the status of the transaction but did not receive any response. The solicitor did not engage with the LSRA throughout the complaint process.

OUTCOME: Complaint upheld

The LSRA upheld the complaint and directed the solicitor to:

- Provide the client with an update on the status of the transaction within 45 days.
- Transfer the client's file to a new solicitor of the client's choosing.
- Pay the client the sum of €1,500 in compensation.

LESSONS FOR THE PUBLIC:

You are entitled to expect that your solicitor responds to your communications within a reasonable period of time and keeps you informed of any developments on the progress of your property transaction. If you find that your solicitor is not communicating with you in this manner, you may wish to make a complaint of inadequate legal services to the LSRA.

LESSONS FOR PRACTITIONERS:

When you accept instructions in a matter, you must provide your client with the level of service that would be expected from a reasonably skilled solicitor with relevant expertise. If you are notified by the LSRA that a complaint has been made against you and you fail to engage with your regulator, the LSRA will make a determination on the basis of the submissions provided by the complainant and, if necessary, enforce its determination.

CASE STUDY 5

Inadequate services complaint made after eight years deemed inadmissible as ‘out of time’

TYPE OF COMPLAINT: Inadequate legal services

The complainant made a complaint relating to an historical conveyancing transaction in which no stamp duty was paid and instead a deed of trust had been agreed with the vendors. The complainant became aware of this issue eight years before they made the complaint to the LSRA. The complainant said the solicitor had advised him to proceed by way of deed of trust to avoid stamp duty.

OUTCOME: Complaint inadmissible (Out of time)

The LSRA deemed the complaint to be ‘out of time’ on the basis that the complainant made a complaint to the LSRA eight years after they had learned of the issue. Complaints about inadequate legal services must be made within three years of the time a client becomes aware of an issue, or should have reasonably been aware of it.

LESSONS FOR THE PUBLIC:

It is important to bring complaints to the LSRA in a timely manner after first becoming aware of issues that relate to either inadequate legal service or excessive costs (overcharging). The time limits for such complaints is either three years after the work has been carried out or the bill of costs issued or, alternatively, three years from when you become aware of an issue.

LESSONS FOR PRACTITIONERS:

It is important to keep detailed records, including attendance notes and written instructions on file, and ensure that all conveyancing files are kept for a minimum of 12 years. Keeping such notes etc. will enable you to address a complaint of inadequate legal services. Engaging with the LSRA and providing evidence to counter a complaint in a timely fashion may enable the LSRA to quickly dispose of the complaint.



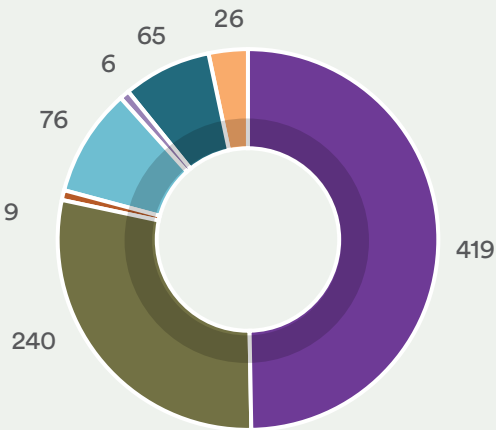
STATISTICAL BREAKDOWN OF COMPLAINTS

Complaints Received

From 8 March to 2 September 2025

ALL GROUNDS FOR COMPLAINTS

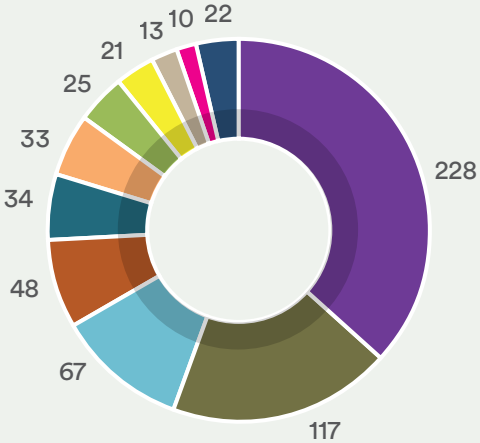
Complaints under the Act’s three grounds are classified by the LSRA into a range of categories as part of an administrative process to aid our reporting. The recording of complaints reflects the reality that a single complaint may include several different components across a total of 35 available categories. The 841 individual complaints received in the period contained a total of 1,168 components across the available 35 categories.



Misconduct only	419	(49.8%)
Inadequate legal services only	240	(28.5%)
Excessive costs only	9	(1.1%)
Misconduct and inadequate legal services	76	(9.1%)
Misconduct and excessive costs	6	(0.7%)
Inadequate legal services and excessive costs	65	(7.7%)
Misconduct, inadequate legal services and excessive costs	26	(3.1%)
TOTAL	841	

MISCONDUCT

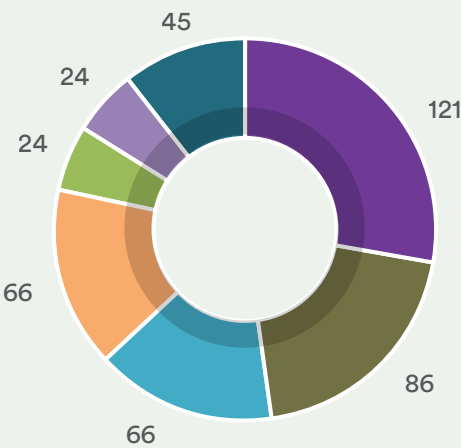
A total of 618 components of misconduct were recorded across all complaints received in the period. These were classified under a range of available categories based on the alleged acts or omissions of the legal practitioners. Of these, the largest were 228 (37%), which related to conduct likely to bring the profession into disrepute, and 117 (19%) which related to a failure to comply with an undertaking. A further 67 (11%) involved alleged failure to handover a file, title deeds or other documents, 48 (8%) related to an alleged failure to account for clients’ money, 34 (6%) involved alleged failure to communicate, 33 (5%) related to an alleged conflict of interest and 25 (4%) related to misleading the court.



Bringing profession into disrepute	228	(36.9%)
Undertaking	117	(18.9%)
Failure to hand over	67	(10.8%)
Failure to account	48	(7.8%)
Failure to communicate	34	(5.5%)
Conflict of Interest	33	(5.3%)
Misleading the court	25	(4.1%)
Fraud or dishonesty	21	(3.4%)
Failure to pay counsel’s fees	13	(2.1%)
Substantial inadequate services	10	(1.6%)
Other misconduct	22	(3.6%)
TOTAL	618	

INADEQUATE LEGAL SERVICES

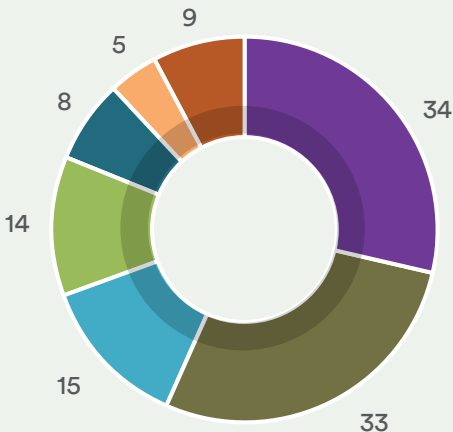
A total of 432 components of inadequate legal services were recorded across all complaints received in the period. These were classified under a range of categories based on the relevant area of law. Of the 432 total, 121 (28%) related to litigation, 86 (20%) related to conveyancing, while 66 (15%) related to family law and 66 (15%) related to probate and the administration of estates.



Litigation	121	(28.0%)
Conveyancing	86	(19.8%)
Family	66	(15.3%)
Probate	66	(15.3%)
Crime	24	(5.6%)
Employment	24	(5.6%)
Other	45	(10.4%)
TOTAL	432	

EXCESSIVE COSTS

A total of 118 components of excessive costs were recorded across all complaints received in the period. These were classified under a range of categories based on the relevant area of law. Of the total of 118, 34 (29%) related to litigation, 33 (28%) related to family law, 15 (13%) to probate and the administration of estates and 14 (12%) to conveyancing.

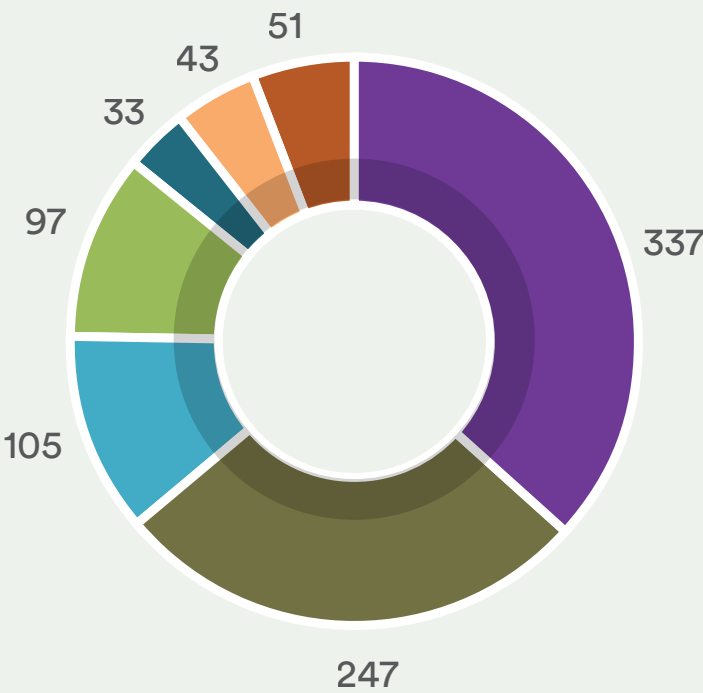


Litigation	34	(28.8%)
Family	33	(28.0%)
Probate	15	(12.7%)
Conveyancing	14	(11.9%)
Employment	8	(6.8%)
Crime	5	(4.2%)
Other	9	(7.6%)
TOTAL	118	

COMPLAINTS COMPLETION STATISTICS

From 8 March to 2 September 2025

TABLE 1: COMPLAINTS CLOSED



Inadmissible	337	36.9%
Resolved with assistance of LSRA	247	27.1%
Not Upheld	105	11.5%
Upheld	97	10.6%
Withdrawn	33	3.6%
Referred to the LPDT	43	4.7%
Other	51	5.6%
TOTAL COMPLAINTS CLOSED	913*	

* The 913 outcomes relate to a total of 893 closed complaints. 20 complaints were on mixed grounds and therefore had multiple outcomes.

TABLE 2: COMPLAINTS DETERMINED BY LSRA COMPLAINTS STAFF*

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
1	17/10/2024	Inadequate legal services in an employment law matter.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.
2	28/10/2024	A mixed complaint. Inadequate legal services and excessive costs in relation to a litigation matter.	Inadequate services complaint upheld. Practitioner directed to pay €3,000 as compensation. Excessive costs complaint not upheld.
3	07/11/2024	Excessive costs in a litigation matter.	Upheld. Practitioner directed to refund €1,300 and waive the right to recover any outstanding costs.
4	25/11/2024	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €300 as compensation.
5	25/11/2024	Inadequate legal services in a probate matter.	Upheld. Practitioner directed to pay €3,000 as compensation.
6	09/01/2025	Inadequate legal services in relation to a property purchase matter.	Upheld. Practitioner directed to transfer the file, to pay €1,500 as a contribution to costs of remediation and to pay €3,000 as compensation.
7	09/01/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
8	10/01/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to transfer the file and pay €750 as compensation.
9	15/01/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to allow his client full and equal access to documentation and pay €1,000 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
10	15/01/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.
11	15/01/2025	Inadequate legal services in relation to a property registration matter.	Upheld. Practitioner directed to rectify the error at own expense and pay €2,000 as compensation.
12	15/01/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to waive any outstanding fees, transfer the file and pay €1,500 as compensation.
13	16/01/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to return all documentation, waive the fees, transfer the file and pay €1,000 as compensation.
14	21/01/2025	Excessive costs in the purchase of a property matter.	Upheld. Practitioner directed to refund €6,000 in costs.
15	22/01/2025	Inadequate legal services in relation to a registration of a person on the Foreign Births Register.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
16	28/01/2025	Excessive costs in relation to a property sale.	Not upheld.
17	29/01/2025	Inadequate legal services in relation to a property purchase matter.	Upheld. Practitioner directed to refund fees already paid, transfer the file and pay €3,000 as compensation.
18	30/01/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to provide a bill of costs and pay €100 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
19	31/01/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to transfer the file and pay €500 as compensation. Excessive costs complaint not upheld.
20	04/02/2025	Inadequate legal services in a family law matter.	Not upheld.
21	05/02/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €200 as compensation.
22	05/07/2024	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.
23	10/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to pay €1,000 as compensation.
24	11/02/2025	Inadequate legal services in a family law matter.	Upheld. Practitioner directed to pay €1,000 as compensation.
25	11/02/2025	Inadequate legal services in relation to a family law matter.	Not upheld.
26	11/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. No direction.
27	13/02/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €500 as compensation.
28	18/02/2025	Inadequate legal services in a probate matter.	Not upheld.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
29	19/02/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to provide an update as to the current status, transfer the file and pay €2,000 as compensation.
30	19/02/2025	Inadequate legal services in relation to the purchase of a property.	Upheld. Practitioner directed to provide an update as to the current status, transfer the file and pay €1,500 as compensation.
31	20/02/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to pay €500 as compensation. Costs complaint not upheld.
32	20/02/2025	Inadequate legal services in relation to a litigation matter.	Not upheld.
33	20/02/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €800 as compensation.
34	27/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €2,500 as compensation.
35	27/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
36	03/03/2025	Inadequate legal services in relation to an employment law matter.	Upheld. Practitioner directed to pay €750 as compensation.
37	03/03/2025	Excessive costs in relation to the sale of a premises.	Upheld. Practitioner directed to refund €2,750 plus VAT.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
38	05/03/2025	Inadequate legal services in relation to a civil dispute.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
39	07/03/2025	Inadequate legal services in relation to the purchase of a property.	Not upheld.
40	12/03/2025	Inadequate legal services in relation to the execution of an estate.	Upheld. Practitioner directed to transfer the file.
41	12/03/2025	Inadequate legal services in relation to civil proceedings.	Not upheld.
42	18/03/2025	Inadequate legal services in a family law matter.	Upheld. Practitioner directed to secure at his own expense the reconstitution of the title to the relevant property and pay €1,500 as compensation.
43	18/03/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to pay over amount of any fees received (to max. of €3,000) to the new solicitor as contribution to costs, transfer the file and pay €500 as compensation.
44	18/03/2025	Inadequate legal services in relation to an enduring power of attorney matter.	Upheld. Practitioner directed to remedy the issue at the expense of the firm, transfer the file and pay €1,000 as compensation.
45	20/03/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to pay €750 as compensation.
46	20/03/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
47	20/03/2025	Inadequate legal services in relation to a personal injuries matter.	Upheld. Practitioner directed to pay €750 as compensation.
48	20/03/2025	Inadequate legal services in relation to a conveyancing matter.	Not upheld.
49	20/03/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to an employment law matter.	Inadequate services complaint upheld. Practitioner directed to pay €1,000 as compensation. Excessive costs complaint not upheld.
50	27/03/2025	Inadequate legal services in relation to criminal law proceedings.	Not upheld.
51	27/03/2025	A mixed complaint. Inadequate legal services and excessive costs in a litigation matter.	Not upheld.
52	01/04/2025	A mixed complaint. Inadequate legal services and excessive costs in a family law matter	Inadequate services complaint upheld. Practitioner directed to pay €1,250 as compensation. Excessive costs complaint not upheld.
53	02/04/2025	A mixed complaint. Inadequate legal services and excessive costs in a family law and employment law matter.	Not upheld.
54	02/04/2025	Inadequate legal services in an immigration matter.	Upheld. Practitioner directed to pay €750 as compensation.
55	02/04/2025	Inadequate legal services in the administration of an estate.	Not upheld.
56	02/04/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
57	02/04/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.
58	03/04/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to transfer the file, comply with all requirements of the new firm and discharge their costs up to €3,000 and pay €3,000 as compensation.
59	07/04/2025	Inadequate legal services in relation to a property purchase matter.	Not upheld.
60	07/04/2025	Inadequate legal services in a family law matter.	Not upheld.
61	07/04/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file.
62	09/04/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
63	17/04/2025	Inadequate legal services in relation to a property purchase matter.	Upheld. Practitioner directed to pay €500 as compensation.
64	17/04/2025	Inadequate legal services in relation to the purchase of properties.	Upheld. Practitioner directed to complete the registration of title and pay €3,000 as compensation.
65	24/04/2025	Inadequate legal services in relation to a litigation matter.	Not upheld.
66	24/04/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to pay €350 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
67	25/04/2025	Inadequate legal services in relation to a land title matter.	Upheld. Practitioner directed to transfer the file and pay €500 as compensation.
68	28/04/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €2,000 as compensation.
69	28/04/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.
70	13/05/2025	Inadequate legal services in relation to a personal injuries matter.	Upheld. Practitioner directed to waive all professional fees and transfer the file.
71	14/05/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Upheld. Practitioner directed to transfer the file, pay €1,500 as compensation and refund €1,500 in costs.
72	16/05/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to pay €3,000 as compensation.
73	18/05/2025	Inadequate legal services in relation to a land purchase.	Upheld. Practitioner directed to complete the matter at own expense and pay €300 as compensation.
74	18/05/2025	Inadequate legal services in the administration of an estate.	Upheld. Practitioner directed to rectify certain matters at own expense, transfer the file and pay €3,000 as compensation.
75	21/05/2025	Inadequate legal services in relation to a criminal law matter.	Upheld. Practitioner directed to pay €1,500 as compensation.

TABLE 2: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	OUTCOME
76	27/05/2025	Inadequate legal services in relation to a commercial lease matter.	Upheld. Practitioner directed to transfer the file and pay €500 as compensation.
77	03/06/2025	Inadequate legal services in relation to an enduring power of attorney.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
78	04/06/2025	A mixed complaint. Inadequate legal services and excessive costs in a family law matter.	Inadequate services complaint upheld. Practitioner directed to pay €500 as compensation. Excessive costs complaint not upheld.
79	04/06/2025	Inadequate legal services in relation to a family law matter.	Not upheld.
80	13/06/2025	Inadequate legal services in the administration of an estate.	Upheld. Practitioner directed to rectify any error, omission or other deficiency and pay €3,000 as compensation.
81	26/06/2025	Inadequate legal services in connection with a right of way dispute.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
82	27/06/2025	Inadequate legal services in relation to the registration of a property.	Upheld. Practitioner directed to complete the registration and pay €1,000 as compensation.
83	03/07/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to pay €2,000 as compensation.
84	08/07/2025	Inadequate legal services in relation to the registration of a mortgage.	Not upheld.

From the above list, a total of 45 determinations are from the current period while 39 are from a previous period.

TABLE 3: REVIEW COMMITTEE OUTCOMES

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	LSRA OUTCOME	DATE OF REVIEW	OUTCOME
1	17/10/2024	Inadequate legal services in an employment law matter.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.	11/03/2025	Confirmed LSRA determination, increased compensation to €2,000.
2	28/10/2024	A mixed complaint. Inadequate legal services and excessive costs in relation to a litigation matter.	Inadequate services complaint upheld. Practitioner directed to pay €3,000 as compensation. Excessive costs complaint not upheld.	11/03/2025	Confirmed LSRA determination in relation to costs. Did not confirm LSRA determination in relation to services.
3	25/11/2024	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €300 as compensation.	11/03/2025	Confirmed LSRA determination, increased compensation to €500.
4	15/01/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to allow his client full and equal access to the documentation and pay €1,000 as compensation.	11/03/2025	Confirmed LSRA determination and compensation. Varied the direction such that the practitioner is directed to provide a full copy of the solicitor's file.
5	22/05/2024	Excessive costs in the purchase of a property matter.	Upheld. Practitioner directed to refund €6,000 in costs.	29/04/2025	Confirmed LSRA determination. Reduced the refund to €3,000.
6	30/01/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to provide a bill of costs and pay €100 as compensation.	29/04/2025	Confirmed LSRA determination. Increased compensation to €500.

TABLE 3: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	LSRA OUTCOME	DATE OF REVIEW	OUTCOME
7	23/05/2024	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to transfer the file and pay €500 as compensation. Excessive costs complaint not upheld.	29/04/2025	Confirmed LSRA determination.
8	04/02/2025	Inadequate legal services in a family law matter.	Not upheld.	29/04/2025	Confirmed LSRA determination.
9	05/02/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €200 as compensation.	11/03/2025	Confirmed LSRA determination Increased compensation to €600.
10	05/02/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.	22/07/2025	Confirmed LSRA determination.
11	10/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to pay €1,000 as compensation.	27/05/2025	Confirmed LSRA determination.
12	11/02/2025	Inadequate legal services in relation to a family law matter.	Not upheld.	29/04/2025	Confirmed LSRA determination.
13	18/02/2025	Inadequate legal services in a probate matter.	Not upheld.	29/04/2025	Confirmed LSRA determination.

TABLE 3: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	LSRA OUTCOME	DATE OF REVIEW	OUTCOME
14	19/02/2025	Inadequate legal services in relation to the purchase of a property.	Upheld. Practitioner directed to provide an update as to the current status, transfer the file and pay €1,500 as compensation.	29/04/2025	Confirmed LSRA determination.
15	20/02/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to pay €500 as compensation. Excessive costs complaint not upheld.	29/04/2025	Confirmed LSRA determination.
16	27/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €2,500 as compensation.	27/05/2025	Confirmed LSRA determination.
17	27/02/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.	27/05/2025	Remitted the complaint to the LSRA to be dealt with again.
18	05/03/2025	Inadequate legal services in relation to a civil dispute.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.	27/05/2025	Remitted the complaint to the LSRA to be dealt with again.
19	12/03/2025	Inadequate legal services in relation to the execution of an estate.	Upheld. Practitioner directed to transfer the file.	27/05/2025	Confirmed LSRA determination. Added direction to pay €1,500 as compensation.

TABLE 3: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	LSRA OUTCOME	DATE OF REVIEW	OUTCOME
20	20/03/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.	22/07/2025	Confirmed LSRA determination. Reduced compensation to €1,500.
21	20/03/2025	Inadequate legal services in relation to a conveyancing matter.	Not upheld.	24/06/2025	Confirmed LSRA determination.
22	20/03/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to an employment law matter.	Inadequate services complaint upheld. Practitioner directed to pay €1,000 as compensation. Excessive costs complaint not upheld.	27/05/2025	Confirmed LSRA determination.
23	27/03/2025	A mixed complaint. Inadequate legal services and excessive costs in a litigation matter.	Not upheld.	27/05/2025	Confirmed LSRA determination.
24	02/04/2025	A mixed complaint. Inadequate legal services and excessive costs in a family law and employment law matter.	Not upheld.	27/05/2025	Confirmed LSRA determination.
25	02/04/2025	Inadequate legal services in an immigration matter.	Upheld. Practitioner directed to pay €750 as compensation.	22/07/2025	Confirmed LSRA determination.

TABLE 3: (Continued)

NO.	DATE OF LSRA DETERMINATION	NATURE OF COMPLAINT	LSRA OUTCOME	DATE OF REVIEW	OUTCOME
26	02/04/2025	Inadequate legal services in the administration of an estate.	Not upheld.	24/06/2025	Confirmed LSRA determination.
27	07/04/2025	Inadequate legal services in relation to a property purchase matter.	Not upheld.	24/06/2025	Confirmed LSRA determination.
28	07/04/2025	Inadequate legal services in a family law matter.	Not upheld.	27/05/2025	Confirmed LSRA determination.
29	07/04/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file.	22/07/2025	Confirmed LSRA determination, directed file transfer, with the new solicitor providing an undertaking to discharge fees out of the settlement proceeds / court award.
30	09/04/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.	24/06/2025	Confirmed LSRA determination. Increased compensation to €2,500 and directed the practitioner to furnish evidence that the stamp duty is paid and secure at own expense the rectification of the registration error.
31	24/04/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to pay €350 as compensation.	22/07/2025	LSRA determination not confirmed.

TABLE 4: COMPLAINTS COMMITTEE OUTCOMES

COMPLAINTS COMMITTEE OUTCOMES	
Referred to LPDT	43
Upheld	49
Not Upheld	84
Resolved	17
Withdrawn	3
Other Outcome	6
Closed prior to Complaints Committee consideration	54
TOTAL	256

TABLE 5: COMPLAINTS COMMITTEE DIRECTIONS AND REFERRALS

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
1	03/09/2024	Failure to communicate and hand over the file/documents.	Upheld. Practitioner directed to hand over the file and documents.
2	18/09/2024	Failure to hand over the file or communicate.	Upheld. Practitioner directed to hand over the file, to waive all fees and to refund any fees already paid.
3	30/10/2024	Incorrect files were handed over and the original files were lost.	Upheld. Practitioner directed to hand over a copy of the files, waive any outstanding fees and/or outlay and pay €2,000 as compensation.
4	12/11/2024	Failure to comply with an undertaking.	Referred to the LPDT.
5	12/11/2024	Failure to comply with an undertaking.	Referred to the LPDT.
6	12/11/2024	Failure to provide the file and title deeds.	Upheld. Practitioner directed to transfer the file.
7	12/11/2024	Failure to comply with an undertaking.	Referred to the LPDT.
8	12/11/2024	Failure to comply with an undertaking.	Referred to the LPDT.
9	27/11/2024	Failure to reply to the complainant's correspondence and to their solicitor.	Upheld. Practitioner directed to pay €1,000 as contribution to the Committee's costs of investigation, to pay a further €1,000 towards the Committee's costs due to failure to respond in an appropriate and timely manner and to take part in a professional conduct and ethics course.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
10	05/12/2024	Failure to return title deeds.	Upheld. Practitioner directed to discharge the reasonable costs of €2,500 plus VAT and outlays of €142.
11	16/12/2024	Failure to handover deeds.	Upheld. Practitioner directed to hand over the file, pay the reasonable costs of the other practitioner, refund the fees paid, waive any outstanding fees and pay the interest on stamp duty.
12	16/12/2024	Provision of inappropriate and misleading legal advice.	Upheld. Practitioner directed to refund all fees paid.
13	17/12/2024	Failure to communicate in relation to the administration of an estate.	The practitioner was directed to complete the legal services.
14	17/12/2024	Failure to communicate in relation to the administration of an estate.	The practitioner was directed to complete the legal services.
15	17/12/2024	Retention of monies in relation to the administration of an estate.	The practitioner was directed to complete the legal services.
16	17/12/2024	Failure to communicate in relation to the administration of an estate.	The practitioner was directed to complete the legal services.
17	17/12/2024	Failure to comply with an undertaking.	Referred to the LPDT.
18	16/01/2025	Failure to comply with an undertaking.	Upheld. Practitioner directed to comply with the undertaking.
19	22/01/2025	Failure regarding the signing of the oath for executor.	Upheld. The practitioner is directed to take part in one or more modules of a professional competence scheme.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
20	22/01/2025	Substantially inadequate service in relation to the administration of an estate.	Upheld. Practitioner directed to refund €1,639 of fees and transfer €2,085.70 to the new solicitors.
21	22/01/2025	Failure to communicate or progress a probate matter.	Referred to the LPDT.
22	22/01/2025	Failure to communicate or progress a probate matter.	Referred to the LPDT.
23	22/01/2025	Failure to communicate or progress a probate matter.	Referred to the LPDT.
24	30/01/2025	Failure to transfer the file, incorrect retention of money and breach of an undertaking in a conveyancing matter.	Upheld. Practitioner directed to refund fees of €1,285 plus VAT.
25	30/01/2025	Lack of progress and failure to engage in the execution of a will.	Upheld. Practitioner directed to transfer the file and update the new solicitor on steps taken to date.
26	18/02/2025	Deduction of monies for costs from a settlement in excess of agreement.	Upheld. Practitioner directed to provide the funds in full.
27	18/02/2025	Failure to hand over a file.	Upheld. Practitioner directed to hand over the file.
28	18/02/2025	Failure to hand over the file in a conveyancing matter.	Upheld. Practitioner directed to hand over the file.
29	27/02/2025	Failure to comply with an undertaking.	Upheld. Practitioner directed to comply with the undertaking.
30	27/02/2025	Failure to comply with an undertaking.	Upheld. Practitioner directed to comply with the undertaking.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
31	05/03/2025	Improperly conducted swearing of an oath.	Upheld. Practitioner directed to participate in one or more modules of a professional competence scheme related to Client care and Professional Standards.
32	05/03/2025	Excessive costs and improper retention of monies.	Upheld. Practitioner directed to pay €500 as compensation.
33	13/03/2025	Non-notification of potential barrister fees.	Upheld. No direction.
34	13/03/2025	Grossly excessive costs.	Upheld. Practitioner directed to pay to the Authority €500 towards its costs.
35	13/03/2025	Grossly excessive costs.	Upheld. Practitioner directed to pay to the Authority €500 towards its costs.
36	13/03/2025	Grossly excessive costs.	Upheld. Practitioner directed to pay to the Authority €500 towards its costs.
37	13/03/2025	Fraud or dishonesty in relation to Court case.	Referred to the LPDT.
38	19/03/2025	Refusal to answer correspondence or to provide evidence of work done while withholding the file.	Referred to the LPDT.
39	19/03/2025	Failure to account in a conveyancing matter.	Referred to the LPDT.
40	19/03/2025	Retention of funds and non-communication and non-explanation regarding same.	Referred to the LPDT.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
41	19/03/2025	Failure to transfer the file and estate funds held by the practitioner.	Referred to the LPDT.
42	19/03/2025	Failure to comply with an undertaking.	Referred to the LPDT.
43	19/03/2025	Allegations relating to the service received, money withheld and lack of communication.	Referred to the LPDT.
44	25/03/2025	Failure to transfer a file.	Referred to the LPDT.
45	25/03/2025	Failure to transfer a file.	Referred to the LPDT.
46	25/03/2025	Failure to attend scheduled appointments, to properly progress a case, to respond to requests for communication from the client and to properly carry out instructions.	Referred to the LPDT.
47	25/03/2025	Delays in concluding the administration of an Estate and lack of communication.	Referred to the LPDT.
48	25/03/2025	Failure to formalise a pension adjustment order and failure to rectify the matter thereafter.	Referred to the LPDT.
49	25/03/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
50	25/03/2025	Failure to transfer a client file and to respond to correspondence.	Upheld. Practitioner directed to transfer the file.
51	25/03/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
52	10/04/2025	Failure to comply with an undertaking.	Upheld. Practitioner directed to comply with the undertaking.
53	10/04/2025	Failure to comply with an undertaking.	Upheld. Practitioner directed to comply with the undertaking.
54	16/04/2025	Unlawful deduction from the client's money.	Upheld. Practitioner directed to refund €3,000 from the fees paid.
55	24/04/2025	Alleged misconduct in the context of deduction of fees from an award in a personal injury claim.	Upheld. Practitioner directed to refund the deductions.
56	30/04/2025	Failure to account in the administration of an estate.	Referred to the LPDT.
57	30/04/2025	Non-progression of a personal injuries case.	Referred to the LPDT.
58	08/05/2025	Inadequate service provided in terms of case progression, lack of updates, failure to hand over the file and lack of communication.	Upheld. Practitioner directed to refund the fees and handover the file.
59	08/05/2025	Failure to complete the registration of a property and failure to return the complainant's file and title deeds.	Referred to the LPDT.
60	08/05/2025	Failure to use reasonable endeavours to recover counsel's fees and failure to communicate with counsel.	Referred to the LPDT.
61	08/05/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
62	08/05/2025	Failure to hand over a file.	Upheld. Practitioner directed to hand over the file, waive fees and accept an undertaking in respect of any outlay that is recovered on the successful conclusion of the case.
63	22/05/2025	Failure to handover a file and failure to furnish a bill of costs.	Upheld. Practitioner directed to furnish a bill of costs and to hand over the file once costs have been paid.
64	28/05/2025	Failure to respond to correspondence raising specific queries from the complainant's legal representative in relation to certain financial aspects of the administration of the estate.	Referred to the LPDT.
65	28/05/2025	Retention of funds in context of divorce.	Upheld. Practitioner directed to pay €1,000 as compensation.
66	28/05/2025	Failure to comply with an undertaking.	Referred to the LPDT.
67	28/05/2025	Delay in progressing a wardship matter and delay in transferring the file to new legal representatives resulting in alleged delay in progressing probate and associated cost implications to the estate.	Upheld. Practitioner directed to pay €1,000 as compensation.
68	05/06/2025	Representation before the court without client instruction or permission.	Referred to the LPDT.
69	05/06/2025	Allegations of misconduct in relation to the administration of an estate.	Referred to the LPDT.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
70	05/06/2025	Allegations of misconduct in relation to the administration of an estate and compilation of the final estate accounts.	Upheld. Practitioner directed to pay the sum of €2,810 which should have been paid in the first place and to pay a further sum of €615 as compensation.
71	05/06/2025	Delay arising from a revenue matter.	Upheld. Practitioner directed to pay €500 as compensation and to pay €2,500 to the LSRA by way of contribution towards its costs.
72	05/06/2025	Allegations of misconduct in a family law matter.	Upheld. No direction.
73	11/06/2025	Delay in releasing compensation monies, in issuing bill of costs and non-compliance with s150 of the Legal Services Regulation Act 2015.	Upheld. Practitioner directed to pay a sum of €1,000 as compensation.
74	11/06/2025	Failure to hand over the file, failure to come off record, failure to account for outstanding fees to the client/their solicitors and failure to communicate on the matter in relation to the administration of an estate.	Upheld. Practitioner directed to waive the professional fee by a sum of €3,000 and to hand over the file.
75	17/06/2025	Failure to complete conveyancing work.	Upheld. Practitioner directed to handover the file, refund the fees paid and any outlay, and to be responsible for any further fees incurred in respect of the matter.
76	17/06/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
77	17/06/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
78	17/06/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
79	17/06/2025	Delays in the context of the sale of a derelict house.	Upheld. Practitioner directed to handover the file on receipt of payment.
80	17/06/2025	Failure to hand over a file and title deeds.	Referred to the LPDT.
81	17/06/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
82	17/06/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
83	03/07/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
84	09/07/2025	Services of an inadequate standard to a substantial degree concerning the administration of an estate and transfer of land ownership.	Upheld. No direction.
85	09/07/2025	Failure to discharge payment for professional services provided in context of litigation.	Upheld. No direction.
86	09/07/2025	Breach of duties under section 72 of the Solicitors Amendment Act 1994.	Upheld. No direction.

TABLE 5: (Continued)

NO.	DATE OF COMMITTEE MEETING	NATURE OF COMPLAINT	OUTCOME
87	17/07/2025	Failure to comply with undertaking.	Upheld. Practitioner directed to pay a sum of €2,000 to the LSRA as a contribution towards its costs and to pay a further sum of €2,000 to the LSRA by way of contribution towards the additional costs of the LSRA.
88	23/07/2025	Delays and failures to provide invoices/payments in the administration of an estate.	Referred to the LPDT.
89	23/07/2025	Failure to provide statements of account or to account to the complainant for the remaining balance from the net proceeds of two property transactions.	Referred to the LPDT.
90	31/07/2025	Breach of SI 85/1997 while acting for both the vendor and purchaser in a property transaction.	Referred to the LPDT.
91	31/07/2025	Delays in bringing to a conclusion proceedings before the probate court.	Referred to the LPDT.
92	31/07/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.

TABLE 6: ENFORCEMENT ORDERS OBTAINED IN THE HIGH COURT

NO.	DATE OF ORDER	NATURE OF COMPLAINT	LSRA/COMMITTEE DIRECTION
1	07/04/2025	Failure to provide the full balance of money remaining from the sale of a property and purchase of another, and failure to provide a bill of costs and some of the title documents.	Upheld. Practitioner directed to pay €1,000 as compensation.
2	19/05/2025	Inadequate legal services in the administration of an estate and a personal injury matter.	Upheld. Practitioner directed to pay €3,000 as compensation.
3	28/07/2025	Inadequate legal services in relation to a property registration matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
4	28/07/2025	Failure to hand over the file.	Upheld. Practitioner directed to hand over the file.

GLOSSARY

Explanation of terms used in this report

Attachment and Committal Order

Attachment or committal are orders designed to compel compliance with a court order. Attachment is an order to have a person brought before the court to explain their failure to comply with an earlier order. Committal is an order to arrest a person and commit them to prison.

Probate

The process of applying to a court for a Grant that entitles a person or persons to administer a deceased's estate. It confirms the validity of the will, and the executor/s appointed in the will to act. In the absence of a will, it confirms the person/s who are entitled to act as administrators.

Beneficiary

A person who is to receive all or a part of a deceased person's estate.

Executor/Administrator

A person appointed to administer a deceased's estate in the Grant referred to above.

Undertaking

A legally binding promise to do or not do something. In the context of complaints, these are specific agreements confirmed in writing by solicitors, which are given to other solicitors and/or banks and other financial institutions. Failure to comply with an undertaking can constitute misconduct.

Failure to hand over

A failure to hand over files, title deeds etc. when required.

Failure to account

An omission by a legal practitioner to provide proper or complete accounts of monies held and received.

Failure to pay counsel's fees

A solicitor either not paying a barrister (counsel) their fees (where the client has paid the solicitor) or not using their best endeavours to recover fees owed to a barrister by their client.

Folio

A folio is a numbered title document issued by Tailte Éireann (the Land Registry) which contains details of a property, its ownership and any burdens affecting it.



An tÚdarás Rialála
Seirbhíse Dlí
Legal Services
Regulatory Authority



*Legal Services Regulatory Authority
Unit 1-3, Manor Street Business Park
Stoneybatter, Dublin 7*



*Postcode: D07 K290
Email: Isra-inbox@lsra.ie
Website: www.lsra.ie
Twitter/X: @LSRAIreland
LinkedIn: @LSRA*