

LSRA Guide for Consumers: Your right to review our decision



An tÚdarás Rialála
Seirbhísi Dí
Legal Services
Regulatory Authority

The Legal Services Regulatory Authority investigates complaints about solicitors and barristers (legal practitioners). We deal with all complaints independently and our service is free. This leaflet explains when you can ask us for a review of our decision on your complaint and what you can expect from the review process.

Your complaint, our decision

Once we have made a decision on your complaint, we will inform you in writing. If you believe our decision is wrong or unfair you may be able to ask for it to be reviewed; this depends on the type of complaint. The solicitor or barrister may also be able to ask for a review of our decision.

Types of decisions that can be reviewed

Complaints decisions that can be reviewed – services and costs

If your complaint was about the legal services you received or the legal costs you were charged, you can ask for a review of our decision.

Complaints decisions that cannot be reviewed – misconduct

If your complaint was about the conduct or behaviour (misconduct) of a solicitor or barrister, then you cannot ask for our decision to be reviewed.

How the review works – a three step guide

Step 1 – You request a review of our decision

When you receive our written decision on your complaint about services or costs, you have 30 calendar days to request a review of the decision by the Review Committee. You must make this request to us in writing. If we do not hear from you within 30 days, our decision will be final.

Step 2 – You explain why you feel our decision was wrong or unfair

Once we receive your request for a review, we will write to you and ask you to make a written statement to the Review Committee about why you feel the decision was wrong or unfair.

You do not have to make a statement to the Review Committee, but it is helpful if you do so. If you do make a statement, the solicitor or barrister you complained about will be sent a copy of the statement. They will also be invited to make a statement.

Step 3 – The decision is reviewed by the Review Committee

The Review Committee will review our decision on your complaint, along with any statement you and the solicitor or barrister may make to it. The Review Committee can then decide to:

- confirm our original decision;
- send the complaint back to be dealt with again;
- change our original decision; or
- change what we directed the solicitor or barrister to do – for example by increasing or decreasing the amount of compensation to be paid to you.



The maximum amount of compensation that the Review Committee can direct a solicitor or barrister to pay to you is €3,000.

If the solicitor or barrister seeks a review

If the solicitor or barrister you complained about asks for a review of our decision, the same process will take place. You will be notified in writing about the review request. If the solicitor or barrister submits a written statement to the Review Committee, it will be shared with you and you will also be invited to make a statement.



You can usually expect a decision from the Review Committee within six months.

Appealing a decision of the Review Committee

If you are unhappy with the Review Committee's decision on your complaint, you are entitled to bring an appeal to the High Court.

You can ask the High Court for an order to cancel or change the Review Committee's decision. The solicitor or barrister you complained about can also bring an appeal to the High Court.

Before you make a decision to go to court, we recommend that you seek legal advice.

- The Law Society of Ireland has a list of solicitors on its website who could advise you. See www.lawsociety.ie
- FLAC (the Free Legal Advice Centre) provides basic legal information and advice. See www.flac.ie



You need to tell the High Court within 21 days of receiving the Review Committee's decision that you wish to make an appeal. If you do not do this, the Review Committee's decision will be final.

How to contact the LSRA

Post: Complaints & Resolutions Unit,
Legal Services Regulatory Authority,
PO Box 12906, Dublin 7

Phone: 01 859 2911

Email: complaints@lsra.ie

Website: www.lsra.ie

Accessible Services: If you have a disability and need help to use our services, contact us to arrange to speak to our access officer.

