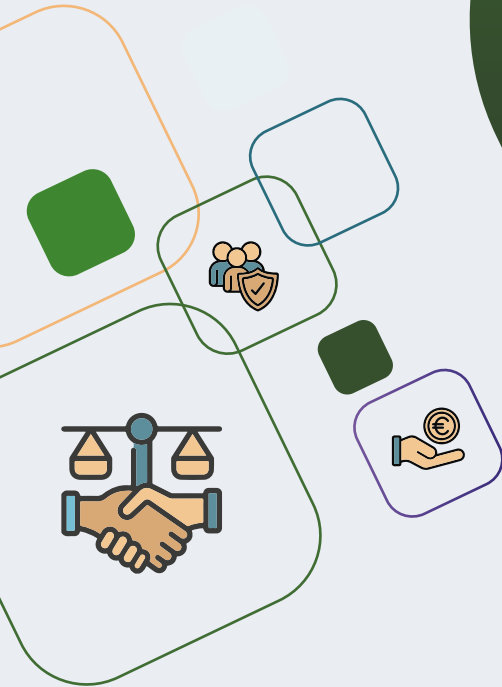




An tÚdarás Rialála
Seirbhísí Dlí
Legal Services
Regulatory Authority



INDEPENDENT COMPLAINTS HANDLING 2026

Complaints about solicitors and barristers | Focus on Wills and Probate
(Administration of Deceased Person's Estate)

Report 1 – 2026 | From 3 September 2025 to 6 March 2026



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Glossary

GLOSSARY

Grounds of complaint under the Legal Services Regulation Act 2015

Inadequate legal services

A complaint that the legal services provided did not meet the standard reasonably expected of a legal practitioner.

Excessive costs

A complaint that the costs sought for legal services are excessive, having regard to the nature and complexity of the work involved.

Misconduct

A complaint that an act or omission by a legal practitioner amounts to misconduct under the Act. Misconduct includes matters such as fraud or dishonesty, conduct likely to bring the profession into disrepute, or serious failures in professional standards as defined in legislation.

Wills and probate explained

Will

A written document that sets out what a person would like to happen after their death including how their possessions and property should be distributed.

Probate

The process of applying to the court for a grant that entitles a person or persons to administer a deceased's estate.

See page 23 for additional explanations of terms on this theme.

Complaints process

Mixed complaint

A complaint that includes more than one of the three statutory grounds above.

Admissible complaint

A complaint that, when assessed against statutory criteria, is something we can progress (i.e. we can investigate and/or determine).

Inadmissible complaint

A complaint that, when assessed against statutory criteria, is something we cannot progress (i.e. we cannot investigate and/or determine).

Legal Practitioners Disciplinary Tribunal (LPDT)

An independent statutory body that hears certain misconduct complaints referred to it and has the power to impose sanctions.

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 3 September 2025 to 6 March 2026. This is the first complaints report published since my appointment as Chief Executive Officer of the LSRA.

This report continues our series of themed complaints reports, which take an in-depth look at complaints received in a specific area of legal services. By highlighting common issues and real case studies, these reports aim to support legal practitioners to reflect on their practice and give consumers a better understanding of the standard of service they should reasonably expect.

In this edition, the focus is on wills and probate. This is an area of legal services that people often engage with at particularly sensitive and emotional times, frequently following a bereavement. In those circumstances, clear communication, careful handling and a high standard of professional care are especially important.

Complaints relating to wills and probate represent 7% of all complaints received by the LSRA to date (671 out of 9,616). While this is a relatively small proportion overall, the complaints and case studies in this report shows that when issues do arise, they tend to be complex and can have a significant and lasting impact on clients and their families.

The report highlights a number of recurring issues, particularly delays, poor communication and failures to manage expectations. By drawing attention to these patterns, the aim is not only to address issues when they arise, but to support improvements in practice and help prevent similar problems in the future.

The remainder of this report reflects another active period for the LSRA. During the reporting period, we received 1,000 complaints, an increase of 19% on the previous period, and closed a similarly high volume of complaints. This represents a significant body of work for a small team and underlines the importance of a system that is both efficient and trustworthy.

A core part of the LSRA's role is to ensure that concerns about legal services are

heard and addressed in an impartial and independent way. Resolving complaints effectively, and where possible at an early stage, remains a priority. In this reporting period, 21% of complaints were resolved between parties with the support of the LSRA, reflecting the value of early engagement in achieving practical outcomes.

I would like to thank the staff of the LSRA's Complaints, Investigations and Resolutions Department for their ongoing professionalism and commitment. I also acknowledge the important contribution of the members of the Complaints Committee and the Review Committee in ensuring that complaints are considered independently.

I hope that the insights in this report will be of value to both legal practitioners and consumers, and that they support reflection, improved practice and better outcomes in the delivery of legal services.

Publishing reports such as these enables the LSRA to share insights into the nature of the complaints we receive, and supports increased awareness for the legal professions and the public on the common pitfalls experienced in broad terms.

Niamh Muldoon
Chief Executive Officer



Introduction

INTRODUCTION

The LSRA began receiving and investigating complaints about solicitors and barristers on 7 October 2019. Since then, the bi-annual complaints reports have provided an overview of the complaints received, the issues that commonly arise, and how those complaints are resolved.

Under section 73(1) of the Legal Services Regulation Act 2015, the LSRA is required to report on the performance of its complaints handling at intervals of no greater than six months. This is the thirteenth such report and it covers the period from 3 September 2025 to 6 March 2026.

This report focuses on complaints relating to wills and probate. While this area accounts for a relatively small proportion of overall complaints, the issues that arise can be complex and can have a significant impact on clients and their families, often at particularly sensitive and difficult times.

Drawing on complaints received during the reporting period, the report identifies a number of recurring issues, including delays in progressing matters, failures

in communication, and difficulties in managing client expectations. While such issues are not unique to wills and probate, their impact can be more acutely felt in this context.

The report provides practical insight into how and why complaints arise, supporting legal practitioners in reflecting on their practice and helping consumers to better understand what they can reasonably expect when engaging legal services in this area.

It includes an overview of the LSRA's independent complaints handling process, statistical information on the number and nature of complaints received and closed during the reporting period, and the outcomes of those complaints. It also includes anonymised case studies which illustrate how complaints are considered and resolved in practice.

Through this work, the LSRA supports the maintenance of standards in legal services by ensuring that complaints are examined and resolved in a fair, impartial and structured way.

The LSRA's statutory objectives are to:

- » protect and promote the public interest
- » support the proper and effective administration of justice
- » protect and promote the interests of consumers in relation to the provision of legal services
- » promote competition in the provision of legal services in the State
- » encourage an independent, strong and effective legal profession
- » promote and maintain adherence to the professional principles of legal practitioners

INTRODUCTION



Independent Complaints Handling

The LSRA is responsible for handling complaints about solicitors and barristers in Ireland. This function is set out in Part 6 of the Legal Services Regulation Act 2015 (the Act).

Before the LSRA was established, complaints about solicitors and barristers were handled by their respective professional bodies.

What types of complaint can the LSRA deal with?

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. It 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.

Who can make a complaint?

Who can make a complaint depends on the specific grounds of complaint.

- » Complaints about legal services of an inadequate standard or excessive costs can be made by either a client of a legal practitioner or someone acting on behalf of a client.
- » Complaints about alleged misconduct can be made by any person.

Complaints relating to legal services or costs must be made within three years of the legal services being provided or the bill of costs being issued, or within three years of the client becoming aware (or ought reasonably to have become aware) of the issue.

There is no statutory time limit for complaints relating to alleged misconduct.

How we record and classify complaints

Complaints received by the LSRA often involve more than one issue. For example, a complaint about inadequate services may also include concerns about costs.

Since 2023, the LSRA records complaints across all relevant grounds, rather than under a single primary ground. This means that a single complaint may be recorded as relating to one, two or all three statutory grounds, where appropriate. These are referred to as mixed complaints.

Complaints are also classified into a range of categories to support LSRA reporting and analysis. There are a total of 35 available categories. Services and costs complaints are recorded by area of law, such as litigation, conveyancing, probate and family law. Complaints alleging misconduct are recorded under categories that relate to the nature of the issue involved, such as, fraud or dishonesty or failure to hand over a file.

A complaint may be recorded under more than one category. This reflects the reality that complaints often involve multiple issues or areas of law.

These approaches provide a more accurate picture of the nature and complexity of complaints received, and support more detailed reporting on trends and themes.

How to make a complaint

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

How we can assist

LSRA staff are available to answer questions about the complaints process and can be contacted by telephone during the hours listed on our website.

As an independent regulator, the LSRA cannot advise complainants about the

nature and content of their complaint or whether a complaint should be made.

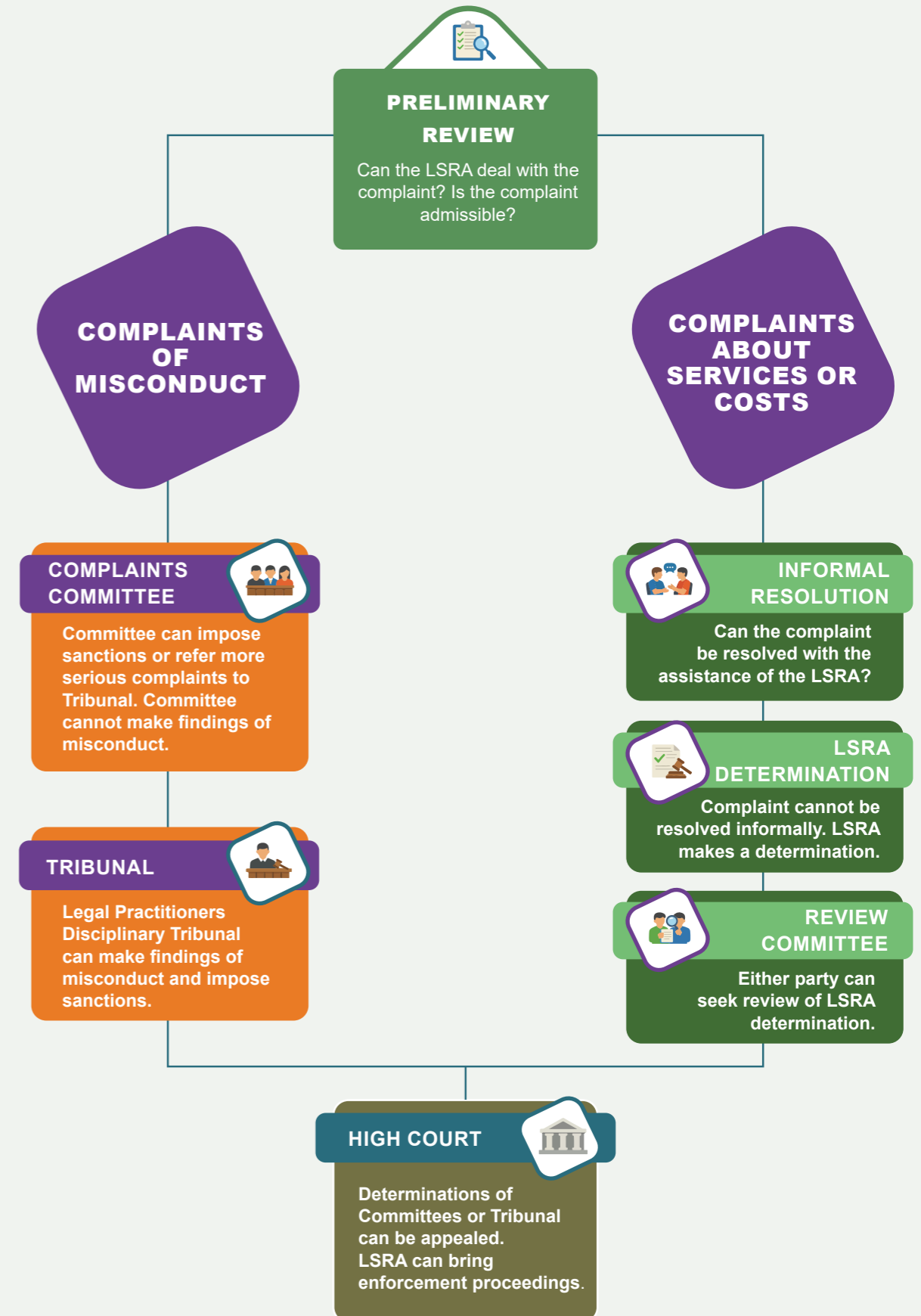
A consumer guide to the LSRA's complaints service is available in Citizens Information offices and libraries. Information leaflets and videos are also available on the LSRA's website and YouTube channel.

Anyone who needs assistance in making a complaint may wish to contact 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.



Complaint Journey



The Complaints Process

The Legal Services Regulation Act 2015 (the Act), together with supporting regulations, set out how complaints about legal practitioners must be handled. This includes specific steps and statutory deadlines that the LSRA must follow.

When a complaint or query is received, it is assigned a reference number and reviewed by our complaints team. At this early stage, staff assess whether the matter should be treated as a formal complaint or dealt with as a query. This helps to clarify the issues raised and ensure they are handled properly.

Preliminary review for admissible and inadmissible complaints

Once a query is classified as a complaint, the LSRA must conduct a preliminary review to determine whether it is admissible under the Act.

As part of this process, the LSRA gathers evidence from both the complainant and the legal practitioner. The legal practitioner is notified of the complaint in writing, provided with a copy of the complaint and invited to submit a written response.

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 at any stage, including before a decision has been made on admissibility.

Where a complaint is found to be admissible and relates to services or costs, the LSRA is required under the Act to invite the parties to consider resolving the matter. In some cases, these complaints may also involve issues which, if substantiated, could amount to misconduct.

Informal resolution is usually facilitated by one of the LSRA's trained mediators who speaks separately with each party to explore whether a mutually acceptable outcome can be reached. Depending on the circumstances, this may involve phone calls, joint discussions, face-to-face meetings or, in some cases, an external mediator.

The mediation process is separate to the investigation and determination of the complaint, which is paused to allow this process to take place.

In line with the Mediation Act 2017, LSRA staff involved in the informal resolution process are appropriately trained and affiliated with the Mediators' Institute of Ireland.

Determination of complaints about services and costs

If a complaint about inadequate legal services or excessive costs is not resolved informally, it is determined by the LSRA's Complaints and Resolutions Unit.

Where the LSRA determines that the legal services provided by a legal practitioner have been of an inadequate standard, the LSRA may direct the legal practitioner to:

- » rectify the issue at their own expense or at the expense of their firm
- » take specified action (up to a cost of €3,000)
- » transfer any documents relating to the issue to another legal practitioner nominated by the client
- » pay compensation to the client (up to €3,000) for any financial or other loss suffered by the client

Where the LSRA determines that the amount of costs sought by a legal practitioner was excessive, the LSRA may direct the legal practitioner to:

- » refund all or part of the amount already paid by the client to the legal practitioner
- » waive all or part of the amount billed

The LSRA may also determine that no action is required where the complaint is not upheld.

Review of determinations about services and costs

Both the complainant and the legal practitioner can request a review of an LSRA determination by the independent Review Committee.

The Review Committee is made up of three members: two lay persons and one legal practitioner. It 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 this consideration, the Review Committee may:

- » confirm the LSRA determination
- » refer the complaint back to the LSRA with directions for it to be dealt with again
- » issue its own directions to the legal practitioner as it considers appropriate, for example, to waive or refund fees, to rectify an error or to pay compensation

Determination of misconduct complaints

Complaints alleging misconduct are considered by the Complaints Committee (established by the LSRA in 2020) which is independent in its decision-making.

The Committee is made up of 27 members, including legal practitioners nominated by the Law Society of Ireland and the Bar of Ireland, together with lay members appointed following a competitive selection process.

The Complaints Committee sits to investigate complaints, as either a five- or three-person committee. Each Divisional Committee has a lay majority and a lay chairperson.

Divisional Committees sit on a rolling basis throughout the year, typically at intervals of six weeks. They may also sit on an ad hoc basis to consider individual complaints, where necessary.

As part of its investigation, the Complaints Committee may request the complainant or legal practitioner to provide information or documentation relating to the complaint. It may also require information to be verified by way of an affidavit, and may require either party to attend before it.

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

Where the Complaints Committee considers that the complaint does not warrant referral to the LPDT, but nonetheless warrants action, it may 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 interests of the client
- » comply with undertaking(s)
- » withdraw or amend an advertisement
- » pay compensation to the complainant (up to €5,000)
- » 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 may also 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 Act. It considers complaints of alleged misconduct which have been referred to it by the LSRA or the Law Society of Ireland. It does not accept complaints directly from members of the public or any other party.

The LPDT has 33 members, including its chairperson. Its membership consists of 21 lay members, six solicitors and six barristers. It sits in divisions of at least three members, with a lay majority including a lay chair. Members are appointed by the President of the High Court.

LPDT inquiries are generally held in public, by way of an oral hearing. The LPDT has the same rights and powers as the High Court in respect of the production and discovery of documents and can subpoena witnesses to attend to 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:

- » advising, admonishing or censuring 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 (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

Where the LPDT makes a finding of misconduct against a legal practitioner, the LSRA is required (subject to any appeal of the decision) to publish details of the determination. This includes the name of the legal practitioner, the nature of the misconduct and any 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 3 September 2025 to 6 March 2026, the LSRA received a total of 1,346 phone calls and emails requesting information and/or complaint forms. In addition, 1,318 files were opened, initially as queries. Following assessment, 1,000 of these were categorised as complaints.

This represents an increase of 19% in the number of complaints received compared with the previous reporting period, when 841 complaints were received. A further 45 files were classified as relating to an alleged breach of the Advertising Regulations 2020.

Of the 1,000 complaints received, 960 related to solicitors and 40 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 records complaints as relating to one, two

or all three of the Act's statutory grounds, as appropriate. A total of 781 complaints (78%) involved a single ground, while 219 (22%) were mixed complaints involving more than one ground.

The largest category of complaints received related to alleged misconduct. In this reporting period, 549 complaints (55%) concerned misconduct only. Misconduct was also raised as a ground in a further 153 complaints.

A total of 219 complaints (22%) related solely to inadequate legal services, with this ground also present in a further 215 complaints. Complaints relating only to excessive costs were less common (13 complaints, or 1%), although excessive costs also featured in a further 100 complaints.

A further breakdown of these figures is provided in the *Statistical Breakdown of Complaints* section (see page 42) of this report.

Complaints Closed

Summary of complaints closed and outcomes

A total of 1,139 complaints were closed in this reporting period. Of these, 586 complaints (51%) were closed because they were deemed to be inadmissible following a statutory assessment.

A total of 240 complaints (21%) were resolved informally between the parties with the assistance of the LSRA. These included 20 complaints which were resolved and closed in the LSRA's informal resolution process with the help of its trained mediators.

Of the remainder:

- » 86 complaints were upheld.
- » 130 complaints were not upheld.
- » 16 complaints were withdrawn.
- » 41 complaints of alleged misconduct were referred to the LPDT by the Complaints Committee.
- » 69 complaints were closed for other reasons including that the complaint was deferred.

In 55 of the 86 upheld complaints, the legal practitioner was directed to pay compensation to the complainant of up to €5,000. The total amount of compensation that legal practitioners were directed to pay to their clients was €86,944.

In addition, legal practitioners were directed to refund or waive a total of €79,888 in fees and pay €6,750 by way of contribution towards costs incurred by the LSRA in investigating complaints.

While 1,139 complaints were closed in the reporting period, the total number of outcomes recorded is 1,168. This is because a single complaint may involve more than one statutory ground and, therefore, more than one outcome.

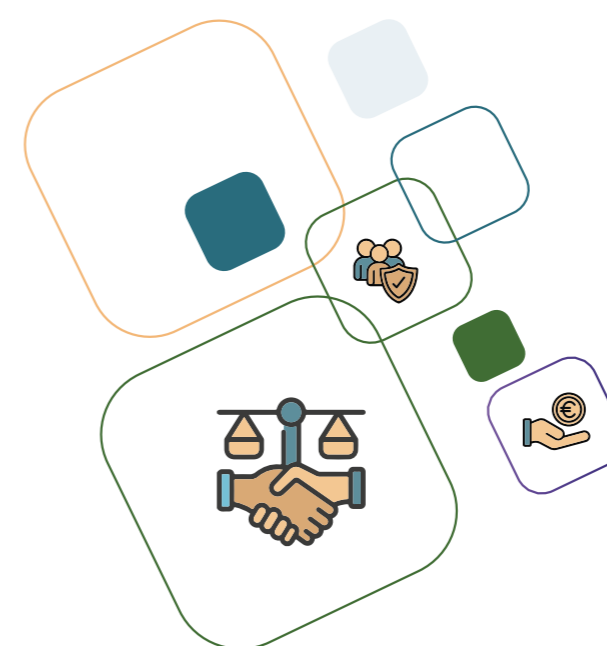
Full details of the outcomes of complaints closed in the reporting period are set out in the *Complaints Completion Statistics* section (page 46) of this report.

Overview of Complaints Handling

This section provides an overview of progress at different stages of the complaints process during the reporting period. It summarises the outcomes of complaints at five stages in the process:

- » Informal resolution
- » LSRA determinations
- » Review Committee
- » Complaints Committee
- » Enforcement in the High Court

Some complaints remain ongoing, while others are closed and are included in the statistics in the previous section regarding complaints closed.



Informal resolution

In a total of 126 complaints of inadequate legal services and excessive costs that were determined to be admissible, the parties were invited to make efforts to resolve matters through the LSRA's statutory informal resolution process. The outcomes were as follows:

- » In 20 complaints, there was no response to the invitation from either the complainant or the legal practitioner.
- » In 28 complaints, the legal practitioner did not take up the invitation to participate in the informal resolution process.
- » In 22 complaints, the complainant did not take up the invitation.
- » 19 complaints were resolved with the assistance of the LSRA's mediators.
- » In 37 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 through informal resolution proceed to investigation and determination by the LSRA.

LSRA determinations

The LSRA's Complaints Resolution Officers (CROs) made determinations in 120 complaints in this reporting period. Of these, 70 complaints were upheld and 30 were not upheld. A further 20 complaints were resolved, withdrawn, or could not proceed at that stage.

Either party may seek a review of a CRO determination within 30 days of notification. Reviews are carried out by the Review Committee. Where no review is requested within this period, the LSRA's determination becomes binding on the parties.

For this reason, the *Complaints Completion Statistics* section (see page 46) sets out the details of 75 LSRA determinations that can be reported on as the review period has expired. The remaining determinations will be included in the next report.

Review Committee

The Review Committee met five times in the reporting period and reviewed determinations made by LSRA CROs in 28 complaints. The Review Committee's determinations were as follows:

- » It confirmed the initial determinations in a total of 27 complaints. In four of these, the Review Committee increased the amount of compensation to complainants. In a further five, the Review Committee decreased the amount of compensation or refund to complainants.
- » It set aside a determination upholding one complaint.

The Review Committee outcomes are set out in the *Complaints Completion Statistics* section (see page 55) of this report.



Complaints Committee

The Complaints Committee met on 20 occasions in the reporting period. A total of 252 complaints were closed at Complaints Committee stage. The outcomes were as follows:

- » 41 complaints were referred to the Legal Practitioners Disciplinary Tribunal for further investigation.
- » 29 complaints were upheld.
- » 107 complaints were not upheld.
- » 15 complaints were resolved by the parties and six 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, 46 were resolved by the parties and eight were withdrawn by the complainant or discontinued for a range of other reasons.

The Complaints Committee outcomes are set out in the *Complaints Completion Statistics* section (see page 58) of this report.

Enforcement in the High Court

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 19 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 section 90 enforcement proceedings in relation to nine complaints. In total, the LSRA obtained nine 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 Wills and Probate

(Administration of Deceased Person's Estate)

As part of our ongoing analysis of complaints, the LSRA examines trends in particular areas of law where consumers frequently require legal services. The purpose of this thematic focus is to help consumers understand the issues that can arise and to support legal practitioners in reviewing their practices to reduce the likelihood of complaints.

In this report, we have focussed on complaints relating to wills and the administration of estates (probate). This area of law involves complex legal issues often in the context of sensitive family circumstances. Interactions between solicitors, executors and beneficiaries may take place at a time of grief and emotional strain.

In this section some commonly used terms in relation to wills and probate are explained and the roles and responsibilities of the parties involved are outlined.



Wills and probate explained

A will is a written document that sets out what a person would like to happen after their death including how their possessions and property should be distributed.

If a person dies without leaving a will, this is known as dying 'intestate'.

Probate is the process of applying to the court for a grant that entitles a person or persons to administer a deceased's estate.

There are several legally defined roles when it comes to wills and probate, and the person appointed to each role has specific responsibilities in the administration of the estate.

The key roles are:

Testator: A testator is a person who makes a will. There are strict rules governing how a will must be signed and witnessed.

Beneficiary: A beneficiary is someone who inherits all or part of a deceased person's estate whether under a will or on intestacy.

Residuary beneficiary: A residuary beneficiary is a person entitled to what remains of the estate after specific gifts and debts are dealt with.

Executor: An executor is appointed in a will as the person who is responsible for dealing with the estate of the person who has died. An executor's powers commence on the death of the testator. There may be more than one executor appointed in a will. The executor(s) are responsible for taking out a grant of probate.

Administrator: An administrator is responsible for dealing with a deceased person's estate in cases where there is no will or in cases where the executor appointed in a will is unable to act. Where there is no will, this is usually one of the closest relatives of the deceased person. Where there is a will with no executor, this is usually a beneficiary to the residue of the estate (see residuary beneficiary, above). The administrator(s) must obtain a legal document called a grant of letters of administration in order to have the authority to deal with the estate.

Personal representative: This is a generic term for the executor or administrator.

Duties of legal personal representative in administering estate

The executor or administrator is generally responsible for all the duties required to administer the estate, including:

- » identifying the assets (property owned and liabilities (such as unpaid bills) of the deceased person
- » identifying beneficiaries and notifying them of their entitlement
- » paying funeral expenses
- » arranging date of death valuations of all property which was owned by the deceased including land, shares, bank accounts etc.
- » identifying and paying debts and taxes
- » applying for a grant of probate/ administration
- » informing a spouse (or civil partner) about their legal rights
- » distributing the estate to the beneficiaries correctly

In order to administer an estate, it is generally necessary to extract a grant of probate or a grant of letters of administration, depending on the circumstances.

A grant of probate is a document confirming the right of an executor to administer the estate of the deceased. It is a legal document that allows the executor(s) to collect all assets of the deceased and administer the estate. The grant of probate is issued on application to the Probate Office of the High Court or a regional District Probate Registry.

A grant of letters of administration is a document confirming the right of an administrator to administer the estate of the deceased. It is a legal document that allows the administrator(s) to collect all assets of the deceased and administer the estate. The grant of letters of administration is issued on application to the Probate Office of the High Court or a regional District Probate Registry.

In carrying out their duties, a personal representative must make decisions about the estate. They should take legal advice from their solicitor and seek other professional advice from auctioneers and valuers, stockbrokers, tax advisors and others, where appropriate. They are responsible for consulting with and informing the beneficiaries of the estate regarding decisions that may affect them. A personal representative can be held personally liable for acts taken in the administration of an estate which cause losses to the estate and its beneficiaries.

The powers of the personal representative in administering an estate include:

- » dealing with the estate (for example, selling assets to pay debts or to distribute to beneficiaries)
- » representing the deceased in legal actions and settling legal actions against the deceased's estate

The principal obligations of the personal representative in administering an estate include:

- » distributing the assets as soon as practically possible
- » preserving the assets of the deceased until they are distributed and protecting the assets from devaluation

The role of the solicitor and relationship with executor/administrator

The executor or administrator may decide to engage a solicitor to administer the estate on their behalf. The solicitor takes instructions from the executor or administrator, who is the client.

The solicitor must provide a written notice of costs (known as a section 150 notice) for administering the estate. The solicitor should be clear with their clients regarding the work to be carried out for the fees quoted.

It remains the responsibility of the executor or administrator to keep the beneficiaries informed. If the solicitor is instructed to correspond individually with beneficiaries, this may increase the overall cost of administration.

All costs associated with the administration of an estate are borne by the estate.

Issues identified from complaints

A clearly drafted will helps reduce the risk of dispute

Making a will allows a person to set out clearly what they want to happen to their property after death. Where a will clearly reflects the instructions of the testator, it can reduce misunderstanding or conflict that could arise between beneficiaries and those who may not have been included in the will.

We have received complaints from individuals who were left out of a will alleging misconduct against the solicitor about the manner in which the will was drafted.

When a solicitor is drafting a will, they must act on the instructions of the testator. Professional obligations are owed to the testator, not to prospective or potentially disappointed beneficiaries. It is up to the testator how they choose to dispose of their property.

Example

The LSRA received a complaint from the nieces and nephews of a deceased testator, against the solicitor who had drafted the will.

Their mother, who was the testator's sister, had been ill at the time that the will was drafted, and she passed away before the testator.

When the testator died, the complainants were not included in the will and alleged that the solicitor had drafted it carelessly.

The complaint against the solicitor was not upheld as there was nothing submitted to the LSRA that showed the solicitor had not drafted the will in accordance with the testator's instructions.

When drawing up a will, it is important to consider all the assets a person owns and their instructions in relation to them. Assets that are jointly held usually pass to the joint owner unless specific arrangements are made during the testator's lifetime.

Example

A residuary beneficiary alleged that a solicitor had failed in his duty of care where a jointly held bank account passed to the surviving joint owner. The solicitor advised the LSRA that the will contained no instruction for the bank account and so the bank account did not form part of the estate but passed directly to the joint owner. The beneficiaries disagreed with this.

The complaint was not upheld. The LSRA cannot resolve disputes concerning ownership of assets. Such matters must be determined by agreement between the parties or by the courts.

Good practice



Client expectations

- » A solicitor should obtain full details of a client's assets and intended beneficiaries before drafting a will.
- » The draft should be reviewed by the testator before being signed to ensure it accurately reflects the client's wishes.
- » Detailed attendance notes of instructions should be maintained so that any queries that arise can be addressed.
- » Clients should be advised to review their will regularly and to make a new will if their personal or financial circumstances change.
- » Clients should be advised that if they dispose of an asset during their lifetime, any gift of that asset in their will shall be ineffective and does not transfer to any replacement assets.
- » Clients who are single/widowed should be advised that a subsequent marriage will revoke their will (unless the will was made in contemplation of that marriage).

Key messages for solicitors

- » Solicitors must comply with section 150 of the Legal Services Regulation Act 2015 and provide a written notice of costs when engaged.
- » Detailed instructions should be taken regarding the assets of the testator and their personal circumstances.
- » Clients should be advised to make a new will if their circumstances change.
- » Property should be accurately described, with maps used for reference where appropriate.
- » The form of ownership of assets should be clarified, including whether property is held solely or jointly.
- » Where property is co-owned, the implications of the will for that ownership should be clearly explained.
- » Solicitors should consider carefully whether it is appropriate to accede to a client's request that the solicitor act as executor and establish whether there may be family members or friends better positioned to fulfil that role.
- » In circumstances where a solicitor is appointed an executor in a will, a valid charging clause must be included to allow professional fees to be charged. The will should not be witnessed by the solicitor or a partner in their firm, or any of their spouse(s) or civil partner(s), otherwise the charging clause will be invalidated.

Understanding the roles of the executor and the solicitor can minimise conflict

Many complaints made to the LSRA arise from misunderstandings about the different roles and responsibilities of the executor and the solicitor. The executor (or personal representative) is the person responsible for progressing the administration of a deceased’s estate. The solicitor acts on the executor’s instructions.

It is the executors’ responsibility to keep the beneficiaries informed. If there are complications with the estate, administering the will may take longer.

Example

A complaint was received from several beneficiaries in relation their late relative’s estate, and it initially appeared as if the solicitor had delayed in the administration of the estate.

On investigation, it became clear that the solicitor had been communicating regularly with the executor and that the issues around any delay in the administration of the estate lay with the executor and were outside the control of the solicitor. The complaint was not upheld.

In probate matters, the solicitor acts on the instructions of the executor or administrator. The executor or administrator is the solicitor’s client.

Beneficiaries are not the solicitor’s client. For that reason, a beneficiary cannot make a complaint of inadequate services unless they are also the executor or administrator. Generally, a beneficiary does have the option of making a complaint of misconduct against the solicitor. 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.

Example

A complainant, whose relative had passed away, made a complaint of misconduct against a solicitor.

The solicitor was the executor of both the deceased’s estate and her husband’s estate. The wife predeceased her husband leaving everything to him.

The wife had owned her original family home with her sibling as tenants in common. The will did not refer specifically to the wife’s share of the family home, and so her share passed to the husband. The complaint alleged misconduct on the part of the solicitor due to this omission.

The complaint was determined to be inadmissible as there was nothing found to be incorrect in what the solicitor did. The wife was entitled to leave her property to her spouse as she did and the omission did not impact the validity of her will.

Disputes between beneficiaries or executors about the interpretation of a will or administration of an estate generally fall outside the remit of the LSRA. Parties should try and resolve the conflict informally, otherwise it may have to be ruled on by the court. This can lead to an increase in legal costs, which may have to be paid from the estate, resulting in less assets being available for distribution to the beneficiaries.

Example

A complaint against a solicitor concerned a boundary dispute relating to land bequeathed in a will. The complaint alleged poor drafting, bias and a lack of communication. The solicitor advised the LSRA that they did not act on behalf of the complainant who had their own solicitor. The complaint was deemed to be inadmissible. The LSRA advised the matter would need to be resolved informally or through the courts.

Good practice

Client expectations

- » An executor should be able to obtain release of the will upon request where there is no conflict.
- » Executors may be required to give the solicitor details regarding the deceased’s estate, including the names of any financial institutions where the deceased had money, any share certificates or deeds of any property.
- » They may have to give the solicitor information regarding the beneficiaries of the estate such as names, addresses and PPS numbers.
- » Resolving the matters informally will reduce the time and costs if disputes arise.

Key messages for solicitors

- » The respective roles of the executor and the solicitor should be clearly explained at the outset.
- » Clients should be advised that the solicitor corresponding individually with beneficiaries may significantly increase costs.
- » Executors should be encouraged to keep the beneficiaries in the estate informed of progress with timelines for when they might expect the administration to be completed.
- » If disputes arise during an administration, clients should be advised of their options, including informal resolution where appropriate.

Clear communication and timely administration matter

Many complaints relating to wills and probate could be avoided through clear communication with all parties about roles, responsibilities and timeframes. Ignoring or failing to respond in a timely fashion to correspondence from clients or colleagues may amount to misconduct.

Example

The LSRA upheld a complaint of inadequate services against a solicitor. The complainant was the executor in his late mother’s estate, which comprised of one bank account and a house. Four years after her death and two years after the sale of the house, the solicitor had not finalised the estate and had broken off contact. The solicitor was directed to pay €1,000 compensation to the client and to transfer the file to another solicitor.

Complaints of delay or incomplete work often arise when it comes to completion of the administration of an estate. Quite often it is a simple matter that could easily be rectified through communication that has caused the delay in the completion of the administration. Failures by solicitors to complete all the work involved in the administration of an estate can cause stress and upset for their clients and give rise to complaints to the LSRA.

Example

The LSRA received a complaint of misconduct against an Irish-based solicitor from an Australian law firm on behalf of their client (a beneficiary) who had not been paid money due to them from a relative’s estate. The Australian lawyers had been writing to the Irish-based solicitors’ firm responsible for administering the will and had not received a reply for some time.

Upon receiving the complaint, the LSRA informed the Irish-based solicitor, and the issue was resolved following a brief exchange of letters.

Failure to respond to the LSRA or to comply with a direction from the LSRA can lead to serious consequences for legal practitioners, and in the past has led to solicitors being subject to High Court proceedings.

Example

The LSRA upheld a complaint of inadequate services against a solicitor made by a client/executor on the grounds of longstanding failure to communicate with him and delay in the administration of his late mother’s estate. The LSRA directed the solicitor to transfer his file to another solicitor, waive their costs and compensate the complainant in the amount of €1,000.

The solicitor failed to comply with the direction, the LSRA used its enforcement powers to seek a High Court order directing the solicitor to comply with the direction. The solicitor subsequently engaged and complied with the LSRA direction but was ordered by the High Court to pay the LSRA’s legal costs.

Good practice

Client expectations

- » Instructions should be acted upon promptly once received.
- » Clear information about likely costs for acting in the administration of the estate (section 150 notice) should be provided as soon as practicable.
- » Clients should be kept informed of progress and of any issues that may cause delay.
- » The solicitor should complete the administration of the estate in a timely manner.
- » Full information regarding assets and beneficiaries should be gathered at the outset, including identifying any non-resident beneficiaries who may affect the timing of the distribution.
- » Section 150 notice should be reviewed and updated at the point the grant of probate is issued as the size of the estate, outlays and remaining work may differ from what was set out in the original costs notice. If this is the case, it may have implications for the legal costs, and the client should be informed.

Key messages for solicitors

- » Regular and timely communication should be maintained throughout the administration, particularly where issues arise that may cause delay.
- » If acting for more than one executor, each client should be kept appropriately informed.
- » Estate accounts should be prepared once assets are realised and liabilities are discharged.
- » Distribution should take place without undue delay once accounts are approved.

Helpful resources

The following sources provide general information about wills, probate and the administration of estates:

- » **Citizens Information** – Practical guidance on making a will, inheritance rights and the probate process in Ireland
- » **The Courts Service** – Information on applying for a grant of probate or grant of administration
- » **The Law Society of Ireland** – Information about finding a solicitor and general guidance on legal services
- » **RIP.ie** – Information relating to funeral arrangements and practical matters following a death
- » **Revenue** – Information on tax after a bereavement
- » **Inclusion Ireland** – Easy to read guides and fact sheets on making a will



New eProbate Portal from the Courts Service

The Courts Service is introducing a new digital probate system, known as the eProbate Portal, as part of its modernisation programme entitled “Supporting Access to Justice in a modern, digital Ireland”.

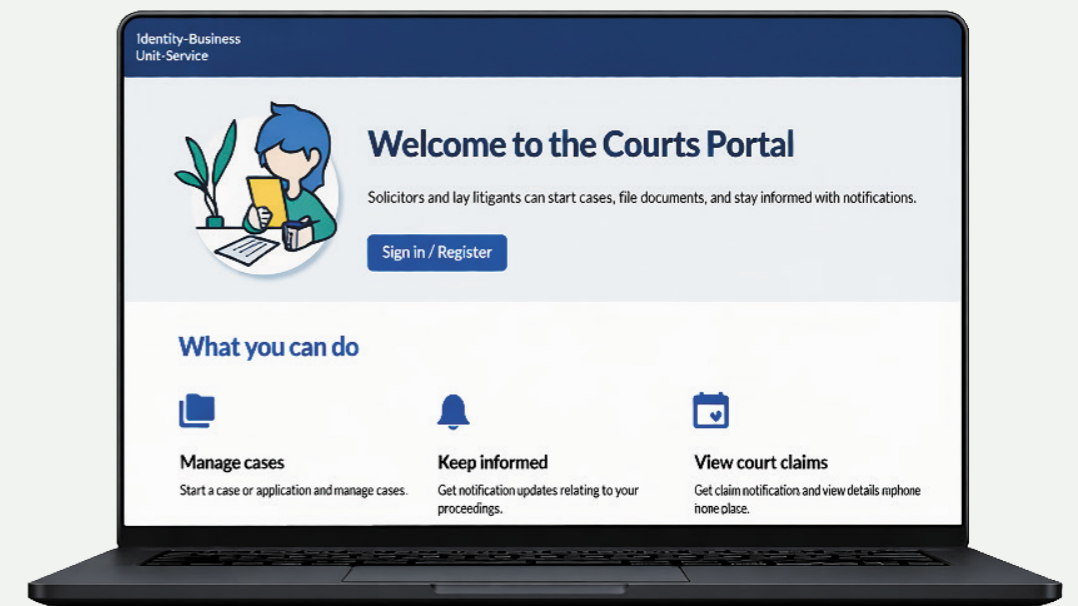
The portal is designed to modernise the probate application process and make it more efficient for both legal practitioners and members of the public. It will replace a largely manual process with a structured online system that guides applicants through the steps required to apply for a grant of probate for the majority of application types.

The new system will allow applicants to complete most aspects of the probate application online. This includes completing the necessary forms, providing supporting information and paying the required fees. The only document that must still be submitted in hard copy is the original will.

The portal includes a structured question process to help determine eligibility to apply for a grant and to guide applicants through the required information. In addition, a data link with the Revenue Commissioners reduces the amount of information that needs to be entered manually when completing the relevant tax forms.

In November 2025, as part of a pilot scheme involving a number of volunteer solicitor firms in Dublin, the portal went live. The pilot phase is continuing during early 2026 to allow the Courts Service to gather feedback and refine the system.

It is intended that the portal will be rolled out nationwide following the pilot phase during the second quarter of 2026. Early indications from the pilot suggest that the system has the potential to significantly reduce processing times for probate applications. Once fully implemented, registered practitioners will be able to submit and manage probate applications online from any location, at any time.



Wills and Probate Case Studies

Case Study 1

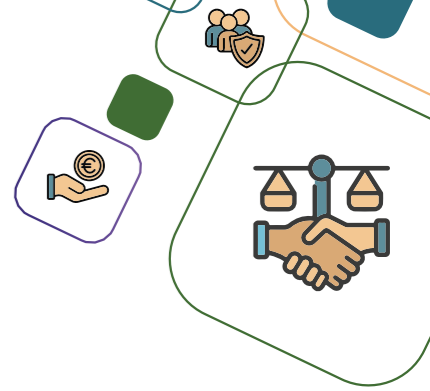
No obligation on solicitor to inform beneficiary if testator sells assets before death

Type of complaint: Misconduct

The complainant was a beneficiary in her mother's will. Her mother had made a will leaving the complainant a house. However, after making the will, her mother sold the house. In her complaint to the LSRA, the complainant alleged that the solicitor was guilty of misconduct. She said he should have sought her permission before the property was sold, as it was left to her in the will.

Outcome: Complaint deemed inadmissible

The LSRA conducted a preliminary review, and the complaint was deemed to be inadmissible. The complainant's mother was entitled to sell her property during her lifetime, and there was no duty or obligation on the solicitor to inform the complainant or seek her consent.



Lessons for the public:

If you are named as a beneficiary in a will, your legal claim to the assets left to you only comes into effect after the death of the person who made the will (the testator). Until that time, you have no legal claim to the assets. The testator can sell or give away their property as they wish during their lifetime (this is known as "disposing of assets").

Lessons for practitioners:

You should advise clients that if they sell or give away assets named in a will, they should review and update their will. This helps to avoid confusion or disappointment among beneficiaries after the client has passed on and the will takes effect.



Case Study 2

Solicitor failed to follow client's instructions and respond in a timely manner

Type of complaint: Inadequate legal services

The complainant was the executor of an estate which included assets that were held in a bank in the UK. She engaged a solicitor to help her with administering the estate and instructed the solicitor to apply for a grant of probate which was required by the UK bank. Instead of applying for the grant, the solicitor contacted the bank to try to find a solution that would avoid the need for a grant of probate. This approach was unsuccessful and caused unnecessary delay to the complainant in progressing the administration of the estate.



Outcome: Complaint upheld

The LSRA invited both parties to try and resolve the complaint informally. Both the solicitor and complainant agreed to mediation, but it was not successful. The complaint was sent forward to the LSRA for a determination. The LSRA found that the solicitor did not follow the complainant's instructions or respond to her written communications in a timely manner. The solicitor was directed to pay €1,500 in compensation to the complainant for providing legal services of an inadequate standard.

Lessons for the public:

It is important to keep a record of any written communication you have with your solicitor. If a disagreement arises and you need to make a complaint to the LSRA, providing copies of this correspondence can support your complaint and help the LSRA in making a determination.

Lessons for practitioners:

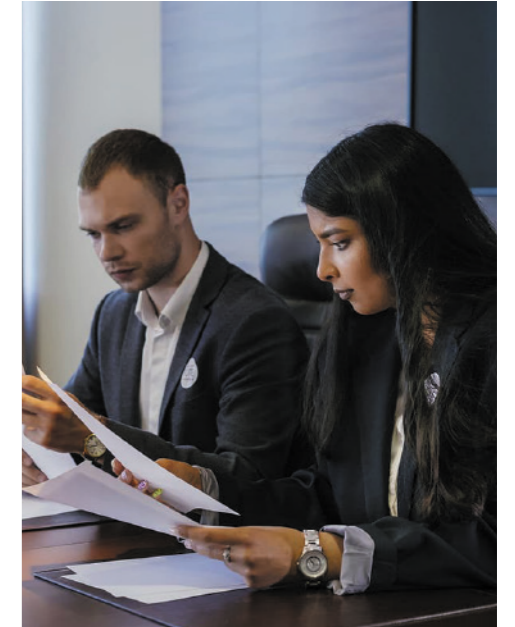
You should respond to client correspondence in a timely manner. In circumstances where there is a difference of opinion on how best to handle a particular matter, it is important to discuss this with your client and agree a way forward. Failing to follow a client's instructions can cause unnecessary delays and may undermine the client's confidence that their solicitor is acting in accordance with their instructions. In cases such as this, where the client is an executor of an estate, unnecessary delays can also impact the confidence that other interested parties have that the executor is administering the estate as efficiently as possible.

Case Study 3

Solicitor directed to pay €1,000 compensation to former client for not sending file to new solicitor

Type of complaint: Misconduct

The complainant had been a client of the solicitor but was not satisfied with the solicitor's services and so engaged new legal representatives to administer an estate. In their complaint to the LSRA, the complainant alleged that the solicitor had not sent their file, including the original will, to the complainant's new legal representatives. This delay was said to have prevented the new legal representatives from progressing the probate application, which caused the estate to incur additional costs. After the complaint was made, but before it was investigated by the Complaints Committee, the solicitor handed over the file to the complainant's new legal representatives.



Outcome: Complaint upheld

The Complaints Committee found that the solicitor had failed to handover the client's file to their new legal representatives in a prompt manner and that no adequate explanation for the delay had been provided. The Complaints Committee also found that the will had been retained by the solicitor without good reason and that the solicitor had failed to present a Bill of Costs in a timely manner. The Committee directed the solicitor to pay the complainant a sum of €1,000 as compensation.

Lessons for the public:

If you want to change solicitor, once you have notified your former solicitor and paid any outstanding fees, your former solicitor should promptly send your file to your new solicitor. If you have trouble obtaining your file, you should first raise the matter with your former solicitor. If the issue is not resolved, you can contact the LSRA for assistance.

Lessons for practitioners:

You have no entitlement to exercise a lien on an original will and, therefore, you should hand it over once requested. You should also ensure there is no unreasonable delay in handing over a file. Any delay in complying with requests of this nature may result in a direction to pay compensation, even where a file/will is ultimately handed over.

Case Study 4

Solicitor who denied receiving instructions to administer estate ordered to pay compensation

Type of complaint: Inadequate legal services to a substantial degree (misconduct)

The executor of an estate made a complaint to the LSRA against the solicitor alleging that the administration of the estate of his relative, who had died six years earlier, had not been completed. He also complained that the solicitor had not kept him informed of what was happening and had not responded to his communications. When contacted by the LSRA, the solicitor denied that he had accepted the instructions from the complainant in relation to the administration of the estate, and that he had never sent a costs notice to the complainant.



Outcome: Complaint upheld

Based on correspondence provided throughout its investigation, the Complaints Committee was satisfied that the solicitor had accepted instructions to act in the administration of the estate. The Committee found that the solicitor had delayed the administration of the estate, it also found that the solicitor had given contradictory advice to the complainant, regarding the grant of probate.

The Complaints Committee upheld the complaint of inadequate legal services and directed the solicitor to pay €3,000 compensation to the estate of the deceased.

Lessons for the public:

When giving instructions to your solicitor you should always be as clear and concise as possible to avoid any misunderstanding. After you provide your instructions to your solicitor, you should always receive a costs notice (a section 150 notice), which sets out the legal costs in clear language, or the basis on which the legal costs will be calculated, if actual costs are not yet known.

Lessons for practitioners:

You should always make your advice clear and confirm to your client without ambiguity if you are accepting their instructions to act on the matter. After instructions are received, you should issue a section 150 letter without delay. You should also explain to the client how you will communicate with them, to manage their expectations. You should communicate effectively with your client and keep them as best-informed as you can.

Case Study 5

Misconduct complaint upheld against solicitor who charged a “storage fee” on a will

Type of complaint: Misconduct

The solicitor had drawn up a will for the complainant’s mother. The complainant, who was also the executor of the will, asked the solicitor to hand over the will so that she could instruct a different solicitor to handle the administration of the estate. The solicitor charged the complainant €246 as a storage fee. The solicitor claimed that this was justified on the basis that the original charge of €80 for making the will was heavily discounted in the expectation that the same firm would also be instructed to deal with the administration of the estate. The solicitor said this had been explained to the complainant’s late mother at the time the will was made. However, the solicitor was unable to produce any evidence of that.

Outcome: Complaint upheld

The solicitor refunded the storage fee to the complainant. However, the LSRA determined that there was a public interest issue in this complaint, and it was referred to the Complaints Committee for further investigation. The Complaints Committee determined that under no circumstances could handing over the will to the complainant be made conditional on the payment of storage charges. While a sanction was not imposed, the legal practitioner was given a warning.



Lessons for the public:

You are entitled to instruct a law firm of your choosing to handle the administration of an estate and are not obliged to instruct the law firm that drafted a will to deal with the administration of the deceased’s estate.

Lessons for practitioners:

The legal fees charged for drafting a will are no different to any other legal costs, and they should be discussed and agreed with the client. All charges relating to the making of a will should be set out in writing and approved by the client. These costs are separate and distinct from any costs which might later arise from the administration of an estate.

Case Study 6

Solicitor's evidence proved service was of a high standard

Type of complaint: Inadequate legal services

A UK-based solicitor made a complaint to the LSRA about an Irish-based solicitor whom she had instructed on a probate matter in Ireland. The UK-based solicitor was administering an estate, which was mainly based in the UK, but the deceased also had an Irish bank account.

The complaint alleged that the Irish-based solicitor had delayed progressing the instructions and obtaining the Irish grant of probate which was required to deal with the bank account. It was claimed that the solicitor had been instructed to close the bank account because the funds were required for another matter, and that this had been unduly delayed. The complainant believed the costs charged were excessive due to the alleged inadequacy of the service received.

Outcome: Complaint not upheld

The LSRA wrote to the Irish-based solicitor informing him of the complaint but he did not respond initially. As no response was received, the complaint was deemed admissible. At that point, the Irish-based solicitor provided a detailed response.

The Irish-based solicitor was able to demonstrate that many of the delays were due to the complainant, the UK-based solicitor. He showed that he had initially been given wrong instructions and that this, together with other complexities, including having to obtaining a barrister's opinion, had added to the timeframe.

When the Irish-based solicitor's response was sent to the complainant for comment, the complainant failed to respond. The LSRA found that the service provided by the solicitor was not inadequate, and that it had been delivered to a high standard.

Lessons for the public:

If making a complaint against a solicitor or barrister, you should ensure that your complaint is based on accurate information and supported by relevant evidence. The LSRA conducts a thorough investigation of all complaints, and complainants should be mindful that making a complaint is a serious step, not to be taken lightly.

Lessons for practitioners:

You should engage fully with the LSRA process at the earliest opportunity to avoid unnecessarily prolonging the investigation process.

In this case, the solicitor ultimately provided significant evidence to adequately rebut and disprove the allegations about the service he provided. However, if had he provided a response when initially requested, it is unlikely that the complaint would have been deemed admissible.



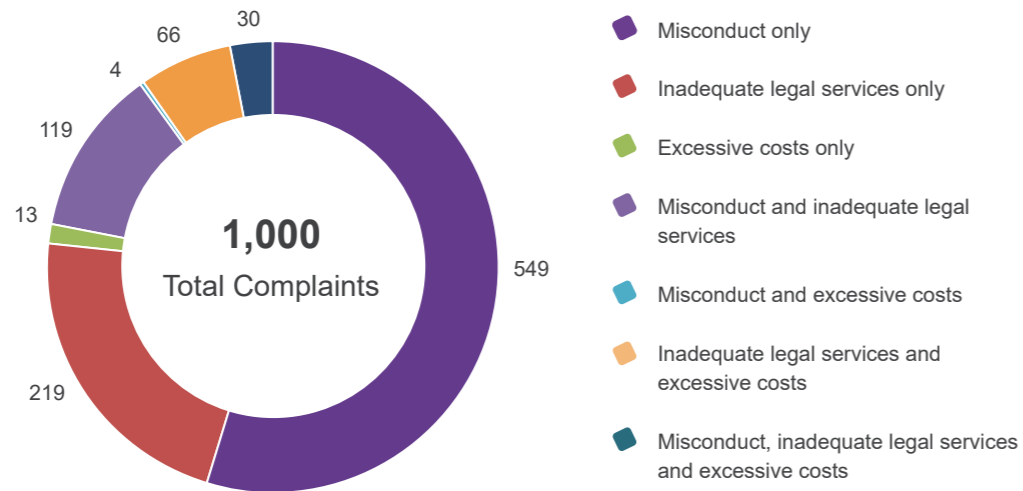
Statistical Breakdown of Complaints

This section deals with complaints received from 3 September 2025 to 6 March 2026.

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.

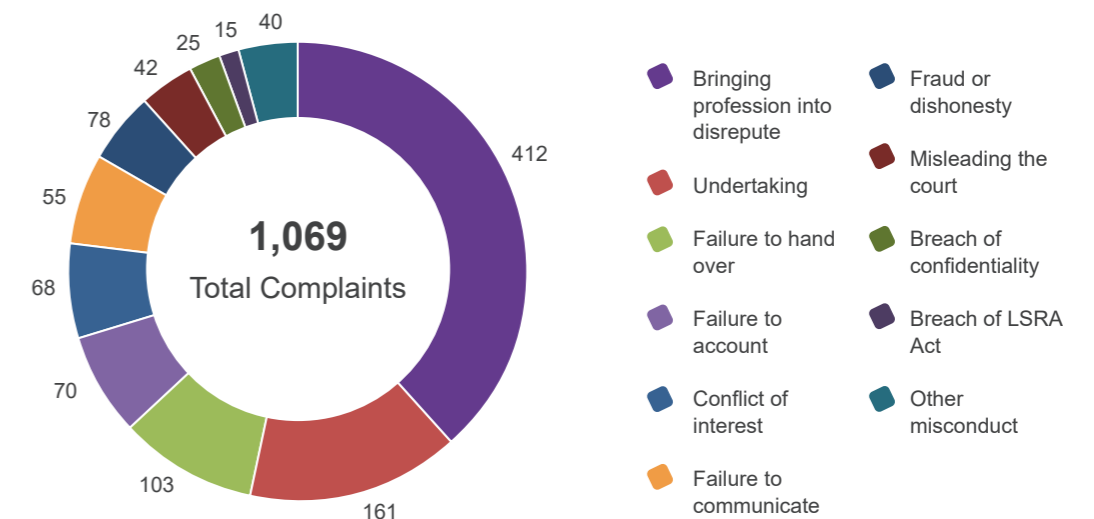
The 1,000 individual complaints received in the period contained a total of 1,670 components across the available 35 categories.



Misconduct only	549	54.9%
Inadequate legal services only	219	21.9%
Excessive costs only	13	1.3%
Misconduct and inadequate legal services	119	11.9%
Misconduct and excessive costs	4	0.4%
Inadequate legal services and excessive costs	66	6.6%
Misconduct, inadequate legal services and excessive costs	30	3.0%
Total	1,000	

Misconduct

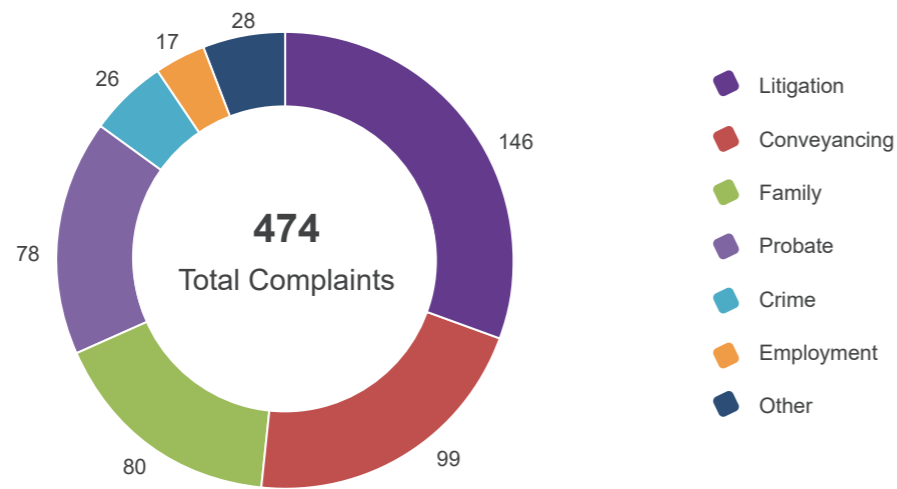
A total of 1,069 components of misconduct were recorded across all complaints received in the period. These were classified under a range of available categories based on the alleged acts or omissions of the legal practitioners. Of these, the largest were 412 (38%), which related to conduct likely to bring the profession into disrepute, and 161 (15%) which related to a failure to comply with an undertaking. A further 103 (10%) involved alleged failure to handover a file, title deeds or other documents, 78 (7%) related to alleged fraud or dishonesty, 70 (7%) related to an alleged failure to account for clients’ money, 68 (6%) related to an alleged conflict of interest, 55 (5%) involved alleged failure to communicate, and 42 (4%) related to misleading the court.



Bringing profession into disrepute	412	38.5%
Undertaking	161	15.1%
Failure to hand over	103	9.6%
Fraud or dishonesty	78	7.3%
Failure to account	70	6.5%
Conflict of interest	68	6.4%
Failure to communicate	55	5.1%
Misleading the court	42	3.9%
Breach of confidentiality	25	2.3%
Breach of LSRA Act	15	1.4%
Other misconduct	40	3.9%
Total	1,069	

Inadequate legal services

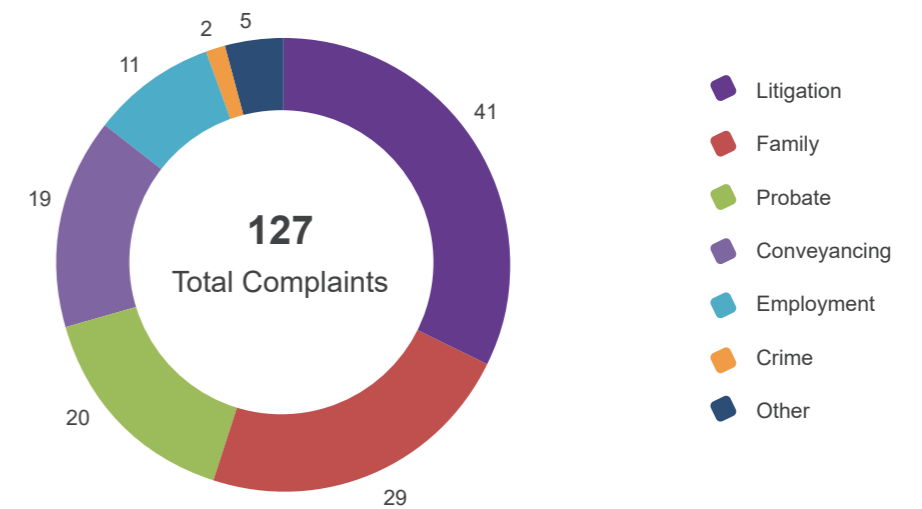
A total of 474 components of inadequate legal services were recorded across all complaints received in the period. These were classified under a range of categories based on the relevant area of law. Of the 474 total, 146 (31%) related to litigation, 99 (21%) related to conveyancing, while 80 (17%) related to family law, and 78 (17%) related to probate and the administration of estates.



Litigation	146	30.8%
Conveyancing	99	20.9%
Family	80	16.9%
Probate	78	16.5%
Crime	26	5.5%
Employment	17	3.6%
Other	28	5.8%
Total	474	

Excessive costs

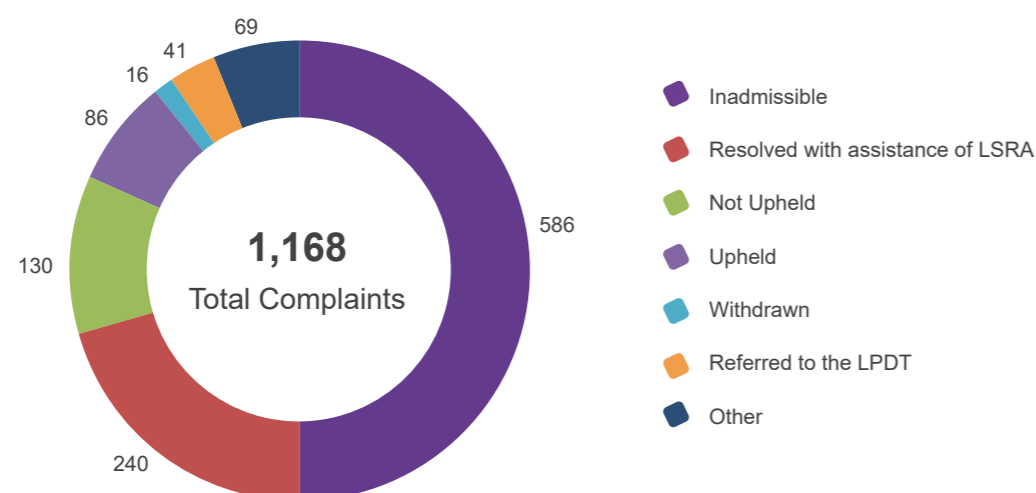
A total of 127 components of excessive costs were recorded across all complaints received in the period. These were classified under a range of categories based on the relevant area of law. Of the total of 127, 41 (32%) related to litigation, 29 (23%) related to family law, 20 (16%) to probate and the administration of estates, and 19 (15%) to conveyancing.



Litigation	41	32.3%
Family	29	22.8%
Probate	20	15.7%
Conveyancing	19	15.0%
Employment	11	8.7%
Crime	2	1.6%
Other	5	3.9%
Total	127	

Complaints Completion Statistics

This section deals with complaints closed from 3 September 2025 to 6 March 2026.



Inadmissible	586	50.2%
Resolved with assistance of LSRA	240	20.5%
Not upheld	130	11.1%
Upheld	86	7.4%
Withdrawn	16	1.4%
Referred to the LPDT	41	3.5%
Other	69	5.9%
Total complaints closed	1,168*	

*The 1,168 outcomes relate to a total of 1,139 closed complaints. 29 complaints were on mixed grounds and therefore had multiple outcomes.

Complaints determined by LSRA Complaints staff

No.	Date of LSRA Determination	Nature of Complaint	Outcome
1	28/03/2025	Inadequate legal services in relation to a conveyancing and probate matter.	Not upheld.
2	28/04/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
3	29/04/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.
4	12/06/2025	Inadequate legal services in relation to a property purchase matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
5	17/06/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €500 as compensation.
6	20/06/2025	Inadequate legal services in a land transfer matter.	Upheld. Practitioner directed to waive all costs and transfer the file.
7	25/06/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to proceedings against a former employer.	Upheld. Practitioner directed to pay €3,000 as compensation and refund €16,000 in fees.
8	30/06/2025	Inadequate legal services in relation to family law proceedings.	Not upheld.
9	01/07/2025	Inadequate legal services in relation to a land transfer matter.	Not upheld.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
10	02/07/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a probate matter.	Upheld. Practitioner directed to transfer the file, pay €500 as compensation and waive €16,000 in fees.
11	03/07/2025	Inadequate legal services in relation to a property transaction.	Upheld. Practitioner directed to rectify and complete the property registration at own expense and pay €3,000 as compensation.
12	05/07/2025	Inadequate legal services in relation to a family law matter.	Not upheld.
13	07/07/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €300 as compensation.
14	09/07/2025	Excessive costs in relation to a family law matter.	Upheld. Practitioner directed to refund €29,520 from the bill.
15	10/07/2025	Inadequate legal services relating to court proceedings.	Upheld. Practitioner directed to forward the outlays deemed recoverable to the client.
16	14/07/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation.
17	16/07/2025	Inadequate legal services in relation to a family law matter.	Not upheld.
18	22/07/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to secure a certified copy of the relevant Court Order with the correct spelling of the complainant's name and pay €500 as compensation.
19	22/07/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to provide a comprehensive update.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
20	24/07/2025	Excessive costs in relation to a litigation matter.	Upheld. Practitioner directed to waive €1,000 in fees.
21	29/07/2025	A mixed complaint. Inadequate legal services and excessive cost in relation to a litigation matter.	Inadequate services complaint upheld. Practitioner directed to pay €500 as compensation. Excessive costs complaint not upheld.
22	31/07/2025	Inadequate legal services in relation to a conveyancing and probate matter.	Upheld. Practitioner directed to pay €400 as compensation.
23	31/07/2025	Inadequate legal services in relation to the purchase of land.	Upheld. Practitioner directed to finalise the registration of lands and pay €1,000 as compensation.
24	05/08/2025	Inadequate legal services in relation to a property sale.	Upheld. Practitioner directed to finalise the file and pay €500 as compensation.
25	06/08/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.
26	06/08/2025	Inadequate legal services in relation to an employment law matter.	Not upheld.
27	06/08/2025	Inadequate legal services in relation to a property purchase matter.	Not upheld.
28	08/08/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to transfer the file and pay €750 in compensation.
29	12/08/2025	Inadequate legal services in relation to a land transfer matter.	Not upheld.
30	14/08/2025	Excessive costs in relation to a litigation matter.	Not upheld.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
31	01/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Not upheld.
32	01/09/2025	Inadequate legal services in relation to an immigration / international protection matter.	Not upheld.
33	08/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a neighbour and building work matter.	Not upheld.
34	09/09/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to transfer the file.
35	09/09/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to secure the registration of the property and pay €500 as compensation.
36	09/09/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to pay €2,000 as compensation.
37	10/09/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to pay €2,000 as compensation.
38	10/09/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to pay €2,000 as compensation.
39	10/09/2025	Inadequate legal services in relation to a property matter.	Upheld. Practitioner directed to pay €1,500 as compensation, complete the legal work at own expense or, transfer the file and pay the legal costs of the other solicitor to complete the work.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
40	10/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to the administration of an estate.	Not upheld.
41	10/09/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
42	10/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a probate matter.	Not upheld.
43	16/09/2025	Inadequate legal services in relation to a probate matter.	Not upheld.
44	16/09/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to pay €300 as compensation.
45	16/09/2025	Inadequate legal services in relation to a property matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.
46	17/09/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.
47	23/09/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file, provide a report detailing the steps to be taken to rectify the relevant issues along with details of the work undertaken to date to the complainant's new legal practitioner, supply an undertaking to discharge the costs of any remedial works up to a maximum of €3,000 and pay €3,000 as compensation.
48	23/09/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to provide the complainant with a full statement of fees, taxes and payments issued as a result of the sale and execution of the wills and pay €100 as compensation.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
49	24/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a personal injury matter.	Upheld. Practitioner directed to transfer the file, pay €1,000 as compensation and refund €1,350 of the costs.
50	02/10/2025	Inadequate legal services in relation to an employment issue.	Upheld. Practitioner directed to pay €1,500 as compensation.
51	07/10/2025	Inadequate legal services in relation to a property transfer matter.	Not upheld.
52	08/10/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a probate and litigation matter.	Inadequate services complaint upheld. Practitioner directed to pay €2,568.70 as compensation. Excessive costs complaint not upheld.
53	09/10/2025	Inadequate legal services in relation to a road traffic accident claim.	Upheld. Practitioner directed to transfer the file waiving the right to fees and pay €500 as compensation.
54	13/10/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to pay €1,200 as compensation.
55	14/10/2025	Excessive costs in relation to a family law matter.	Not upheld.
56	15/10/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to pay €350 as compensation.
57	22/10/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to pay €350 as compensation.
58	22/10/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to pay €3,000 as compensation.
59	23/10/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to pay €400 as compensation. Excessive costs complaint not upheld.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
60	31/10/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Upheld. Practitioner directed to reduce the costs of the amended fee note by 20 percent of the gross amount.
61	31/10/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to pay €400 as compensation.
62	06/11/2025	Inadequate legal services in relation to a conveyancing matter.	Not upheld.
63	13/11/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to finalise share transfer matter and pay €600 as compensation.
64	18/11/2025	Inadequate legal services in relation to a road traffic accident.	Upheld. Practitioner directed to pay €3,000 as compensation.
65	19/11/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to refund monies held for LPT, transfer the file and pay €3,000 as compensation.
66	25/11/2025	Inadequate legal services in a share purchase matter.	Not upheld.
67	02/12/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to ensure that all relevant documentation concerning the Pension Adjustment Orders is submitted to the relevant financial institution and pay €250 in compensation.
68	10/12/2025	Inadequate legal services in relation to a conveyancing matter.	Not upheld.
69	10/12/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to pay €1,500 as compensation.

No.	Date of LSRA Determination	Nature of Complaint	Outcome
70	10/12/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to complete the administration of the will, hand over the file and pay the reasonable costs of the other practitioner should the client engage a different solicitor and to pay €2,000 as compensation.
71	17/12/2025	A mixed complaint. Inadequate legal services and excessive costs in a probate matter.	Inadequate services complaint upheld. Practitioner directed to pay €250 as compensation. Excessive costs complaint not upheld.
72	17/12/2025	Excessive costs in a conveyancing matter.	Upheld. Practitioner directed to refund €500 from the fees, together with any outlay not used paid by or on behalf of the client.
73	18/12/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to pay the reasonable fees of the new solicitor, hand over the file and pay €1,000 as compensation.
74	14/01/2026	Inadequate legal services in relation to a civil dispute.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.
75	28/01/2026	Inadequate legal services in relation to a conveyancing matter.	Not upheld.

From the above list, a total of 52 determinations are from the current period, while 23 are from a previous period.

Review Committee outcomes

No.	Date of LSRA Determination	Nature of Complaint	LSRA Outcome	Date of Review	Outcome
1	28/03/2025	Inadequate legal services in relation to a conveyancing and probate matter.	Not upheld.	12/11/2025	Confirmed LSRA determination.
2	28/04/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.	23/09/2025	Confirmed LSRA determination. Reduced compensation to €2,000.
3	29/04/2025	Inadequate legal services in relation to a litigation matter.	Upheld. Practitioner directed to transfer the file and pay €1,000 as compensation.	15/10/2025	Confirmed LSRA determination.
4	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.	12/11/2025	Confirmed LSRA determination.
5	12/06/2025	Inadequate legal services in relation to a property purchase matter.	Upheld. Practitioner directed to transfer the file and pay €2,000 as compensation.	23/09/2025	Confirmed LSRA determination. Increased compensation to €3,000.
6	17/06/2025	Inadequate legal services in relation to a family law matter.	Upheld. Practitioner directed to transfer the file and pay €500 as compensation.	23/09/2025	Confirmed LSRA determination. Increased compensation to €750.
7	20/06/2025	Inadequate legal services in a land transfer matter.	Upheld. Practitioner directed to waive all costs and transfer the file.	15/10/2025	Confirmed LSRA determination.
8	25/06/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to proceedings against a former employer.	Upheld. Practitioner directed to pay €3,000 as compensation and refund €16,000 in fees.	23/09/2025	Confirmed LSRA determination. Reduced compensation to €1,500 and reduced refund of fees to €11,000.

No.	Date of LSRA Determination	Nature of Complaint	LSRA Outcome	Date of Review	Outcome
9	30/06/2025	Inadequate legal services in relation to family law proceedings.	Not upheld.	15/10/2025	Confirmed LSRA determination.
10	01/07/2025	Inadequate legal services in relation to a land transfer matter.	Not upheld.	15/10/2025	Confirmed LSRA determination.
11	02/07/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a probate matter.	Upheld. Practitioner directed to transfer the file, pay €500 as compensation and waive €16,000 in fees.	12/11/2025	Confirmed LSRA determination.
12	05/07/2025	Inadequate legal services in relation to a family law matter.	Not upheld.	15/10/2025	Confirmed LSRA determination.
13	07/07/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €300 as compensation.	23/09/2025	Confirmed LSRA determination. Increased compensation to €3,000.
14	16/07/2025	Inadequate legal services in relation to a family law matter.	Not upheld.	15/10/2025	Confirmed LSRA determination.
15	22/07/2025	Inadequate legal services in relation to a probate matter.	Upheld. Practitioner directed to provide a comprehensive update.	15/10/2025	Confirmed LSRA determination.
16	24/07/2025	Excessive costs in relation to a litigation matter.	Upheld. Practitioner directed to waive €1,000 in fees.	12/11/2025	Confirmed LSRA determination.
17	29/07/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a litigation matter.	Inadequate services complaint upheld. Practitioner directed to pay €500 as compensation. Excessive costs complaint not upheld.	12/11/2025	Confirmed LSRA determination.

No.	Date of LSRA Determination	Nature of Complaint	LSRA Outcome	Date of Review	Outcome
18	31/07/2025	Inadequate legal services in relation to the purchase of land.	Upheld. Practitioner directed to finalise the registration of lands and pay €1,000 as compensation.	12/11/2025	Confirmed LSRA determination.
19	06/08/2025	Inadequate legal services in relation to an employment law matter.	Not upheld.	23/09/2025	Confirmed LSRA determination.
20	14/08/2025	Excessive costs in relation to a litigation matter.	Not upheld.	12/11/2025	Confirmed LSRA determination.
21	01/09/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Not upheld.	12/11/2025	Confirmed LSRA determination.
22	09/09/2025	Inadequate legal services in a conveyancing matter.	Upheld. Practitioner directed to transfer the file.	25/02/2026	Did not confirm LSRA determination.
23	10/09/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to pay €2,000 as compensation.	28/01/2026	Confirmed LSRA determination. Reduced compensation to €250.
24	10/09/2025	Inadequate legal services in relation to a personal injury matter.	Upheld. Practitioner directed to pay €2,000 as compensation.	28/01/2026	Confirmed LSRA determination. Reduced compensation to €250.
25	16/09/2025	Inadequate legal services in relation to a probate matter.	Not upheld.	25/02/2026	Confirmed LSRA determination.

No.	Date of LSRA Determination	Nature of Complaint	LSRA Outcome	Date of Review	Outcome
26	23/09/2025	Inadequate legal services in relation to a conveyancing matter.	Upheld. Practitioner directed to transfer the file, provide a report detailing the steps to be taken to rectify the relevant issues along with details of the work undertaken to date to the complainant's new legal practitioner, supply an undertaking to discharge the costs of any remedial works up to a maximum of €3,000 and pay €3,000 as compensation.	25/02/2026	Confirmed LSRA determination. Reduced compensation to €2,800 and directed the legal practitioner to secure the rectification, at own expense or at the expense of the firm, of any error, omission or other deficiency arising in connection with the legal services concerned.
27	14/10/2025	Excessive costs in relation to a family law matter.	Not upheld.	25/02/2026	Confirmed LSRA determination.
28	23/10/2025	A mixed complaint. Inadequate legal services and excessive costs in relation to a family law matter.	Inadequate services complaint upheld. Practitioner directed to pay €400 as compensation. Excessive costs complaint not upheld.	25/02/2026	Confirmed LSRA determination. Increased compensation to €1,500.

Complaints Committee outcomes

Complaints Committee Outcomes	
Referred to LPDT	41
Upheld	29
Not upheld	107
Resolved	15
Withdrawn	2
Other outcome	4
Closed prior to Complaints Committee consideration	54
TOTAL	252

Complaints Committee directions and referrals

No.	Date of Committee Meeting	Nature of Complaint	Outcome
1	30/01/2025	Failure to provide a statement of accounts and correspondence going unanswered in a probate matter.	Upheld. Practitioner directed to provide the statement of accounts and provide the information sought by the complainant.
2	05/02/2025	Failure to comply with an undertaking and to communicate adequately.	Upheld. Practitioner directed to waive all fees, comply with the undertaking and pay to the Authority €1,000 towards its costs.
3	18/02/2025	Failure to respond to correspondence in relation to the administration of an estate.	Upheld. Practitioner directed to complete the administration of the estate within six months.
4	25/03/2025	Failure to comply with undertaking.	Referred to the LPDT.
5	30/04/2025	Inadequate standard of service in relation to the probate/administration of an estate and subsequent delay in progressing matters.	Upheld. Practitioner directed to pay €3,000 as compensation.
6	08/05/2025	Failure to comply with an undertaking.	Referred to the LPDT.
7	05/06/2025	Concerning a subpoena sent to the complainant's employer in relation to a family law case.	Upheld. Practitioner directed to pay €1,000 to the LSRA by way of contribution towards its costs and to attend an appropriate professional development course operated by the Law Society of Ireland to properly appreciate procedural matters on discovery and disclosure.
8	05/06/2025	Failure to pay expert witness expenses.	Referred to the LPDT.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
9	17/06/2025	Undue delay on the progress of the administration of the estate.	Upheld. Practitioner directed to handover the file and any funds of the estate directly to the executor, to waive any outstanding fees, and to refund any fees paid.
10	09/07/2025	Conflict of interest in relation to a building contract.	Upheld. Practitioner directed to complete a CPD module in client care and/or professional ethics.
11	17/07/2025	Failure to pay over the proper purchase monies.	Upheld. Practitioner directed to refund €1,545.76 and pay €5,000 as compensation.
12	31/07/2025	Failure to progress a claim in relation to a road traffic accident / personal injury matter.	Upheld. Practitioner directed to pay a sum of €500 to the LSRA by way of contribution towards its costs.
13	31/07/2025	Failure to comply with an undertaking.	Referred to the LPDT.
14	31/07/2025	Failure to comply with an undertaking.	Referred to the LPDT.
15	02/09/2025	Conduct bringing the profession into disrepute in relation to a probate matter.	Upheld. Practitioner directed to pay the special damages sum of €5,067 to the estate of the client, pay to the estate of the client €5,000 as compensation and pay to the LSRA €750 as a contribution towards its costs.
16	02/09/2025	Failure to respond to correspondence and failure to transfer funds in an estate matter.	Upheld. Practitioner directed to transfer the funds of €15,497.22 and to pay €500 to the LSRA as a contribution towards its costs.
17	02/09/2025	Delay and mishandling of funds in the administration of an estate.	Referred to the LPDT.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
18	02/09/2025	Failure to respond to correspondence or provide settlement funds to the client in relation to a personal injury claim and matters regarding bullying and unsafe working conditions experienced during employment.	Referred to the LPDT.
19	03/09/2025	Failure to register a property, failure to communicate or respond to correspondence from another solicitor.	Upheld. No direction.
20	03/09/2025	Failure to complete the registration of a property, and failure to respond to correspondence or communicate adequately.	Upheld. Practitioner directed to handover the file and refund the sum of €1,000.
21	03/09/2025	Failure to complete the legal work in relation to an adverse possession and failure to adequately communicate with the client.	Upheld. Practitioner directed to handover the file and to waive all fees.
22	03/09/2025	Failure to complete a conveyancing matter and cessation of all communication.	Referred to the LPDT.
23	03/09/2025	Misconduct in a family law matter that included the sale of a family home and receipt by the legal practitioner of the proceeds of sale on trust.	Referred to the LPDT.
24	03/09/2025	Failure to complete the registration of a property.	Referred to the LPDT.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
25	11/09/2025	Failure to obtain a grant of probate in a timely manner, refusal to engage and failure to account for estate funds.	Upheld. Practitioner directed to handover the file, waive all fees and pay to the LSRA €2,000 by way of contribution to its costs.
26	11/09/2025	Presentation of an improperly constituted affidavit as a sworn document to a court in family law proceedings.	Referred to the LPDT.
27	11/09/2025	Failure to advance, to properly advise and failure to properly deal with a personal injury matter.	Referred to the LPDT.
28	23/09/2025	Failure to hand over title deeds and will and failure to communicate.	Referred to the LPDT.
29	23/09/2025	Withholding monies from a settlement, failure to pay witness expenses and counsel in a compensation claim matter.	Referred to the LPDT.
30	23/09/2025	Failure to comply with an undertaking.	Referred to the LPDT.
31	23/09/2025	Failure to comply with an undertaking.	Referred to the LPDT.
32	23/09/2025	Failure to comply with an undertaking.	Referred to the LPDT.
33	23/09/2025	Failure to comply with an undertaking.	Referred to the LPDT.
34	23/09/2025	Failure to comply with an undertaking.	Referred to the LPDT.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
35	23/09/2025	Failure to use reasonable endeavours to recover counsel's fees, and failure to respond to communication.	Referred to the LPDT.
36	23/09/2025	Failure to use reasonable endeavours to recover counsel's fees, and failure to respond to communication.	Referred to the LPDT.
37	09/10/2025	Failure to reply to correspondence requesting a file.	Upheld. Practitioner directed to handover the file and waive the fees.
38	15/10/2025	Delays in the progress of the client's defamation and employment matters.	Upheld. Practitioner directed to pay €2,000 as compensation.
39	15/10/2025	Inter alia, accepting payment in respect of an agreed property sale in circumstances where the practitioner knew or ought to have known that they could not furnish adequate legal title.	Referred to the LPDT.
40	23/10/2025	Failure to transfer the title of a property to the client.	Upheld. Practitioner directed to pay €500 as compensation.
41	29/10/2025	Significant delay in transferring files and failure to communicate with the complainant and their solicitors in relation to a probate matter.	Referred to the LPDT.
42	29/10/2025	Failure to appear in court to represent the complainant, failure to come off record and failure to appear in accordance with the direction of the County Registrar.	Referred to the LPDT.

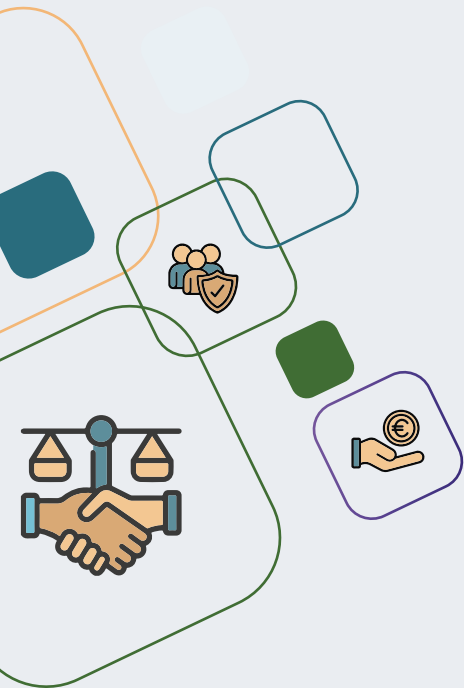
No.	Date of Committee Meeting	Nature of Complaint	Outcome
43	29/10/2025	Failure to transmit to the complainant the proceeds of a bequest under a will and lack of communication and engagement with the complainant.	Referred to the LPDT.
44	04/11/2025	Failure to register a bank charge to the complainant's property.	Upheld. Practitioner directed to pay €2,160 in compensation.
45	04/11/2025	Failure to progress a matter in relation to the complainant's medical records.	Upheld. Practitioner directed to handover the file and to waive all fees.
46	04/11/2025	Failure to comply with an undertaking.	Referred to the LPDT.
47	04/11/2025	Failure to comply with an undertaking.	Referred to the LPDT.
48	04/11/2025	Failure to comply with an undertaking.	Referred to the LPDT.
49	20/11/2025	Failure to communicate in relation to an undertaking.	Upheld. No direction.
50	20/11/2025	Failure to communicate in relation to an undertaking.	Upheld. No direction.
51	26/11/2025	Inadequate legal services, including poor standard of communication, failure to provide a section 150 letter in relation to the administration of an estate.	Upheld. No direction.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
52	26/11/2025	Significant delay in an Enduring Power of Attorney matter.	Upheld. No direction.
53	26/11/2025	In relation to a mediated High Court action against a financial institution, including failure to provide a section 150 letter and lack of transparency around legal costs.	Upheld. Practitioner directed to refund fees in the amount of €3,800 + VAT.
54	04/12/2025	Failure to reply to another solicitor in relation to the administration of an estate.	Upheld. Practitioner directed to pay €1,000 towards the LSRA's costs.
55	09/12/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
56	09/12/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
57	09/12/2025	Failure to comply with an undertaking.	Referred to the LPDT.
58	09/12/2025	Failure to use reasonable endeavours to recover counsel's fees.	Referred to the LPDT.
59	15/01/2026	Grossly excessive costs in relation to the administration of an estate.	Upheld. No direction.
60	15/01/2026	Misconduct in relation to the administration of an estate.	Referred to the LPDT.

No.	Date of Committee Meeting	Nature of Complaint	Outcome
61	21/01/2026	Breach of an agreement in relation to costs and the sale of a property.	Upheld. No direction.
62	21/01/2026	Failure to communicate in relation to fees on completion of various actuarial reports.	Upheld. No direction.
63	21/01/2026	Failure to comply with an undertaking.	Referred to the LPDT.
64	29/01/2026	Misuse of client funds and conflict of interest in a property purchase matter.	Referred to the LPDT.
65	29/01/2026	Misconduct in the administration of an estate.	Referred to the LPDT.
66	29/01/2026	Conflict of interest in a family law matter.	Referred to the LPDT.
67	10/02/2026	Failure to comply with an undertaking.	Referred to the LPDT.
68	10/02/2026	Failure to pay stamp duty to the Revenue in a conveyancing matter.	Referred to the LPDT.
69	10/02/2026	Failure to complete the service for which they were paid in a conveyancing matter.	Referred to the LPDT.
70	10/02/2026	Failure to comply with an undertaking.	Referred to the LPDT.




Enforcement Orders obtained in the High Court

No.	Date of Order	Nature of Complaint	LSRA/Committee Direction
1	20/10/2025	Inadequate legal services in relation to the drafting of a will.	Upheld. Practitioner directed to pay €1,500 as compensation.
2	20/10/2025	Inadequate legal services in a personal injury matter.	Upheld. Practitioner directed to waive any fees which may be due, transfer the file and pay €1,500 as compensation.
3	20/10/2025	Inadequate legal services in a High Court matter.	Upheld. Practitioner directed to finalise the matter at no further cost and pay €1,500 as compensation.
4	03/11/2025	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.
5	03/11/2025	Inadequate legal services in relation to the administration of an estate.	Upheld. Practitioner directed to transfer the file and pay €1,500 as compensation
6	03/11/2025	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.
7	10/11/2025	Inadequate legal services in relation to a property purchase.	Upheld. Practitioner directed to pay €3,000 as compensation.
8	24/11/2025	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.
9	15/12/2025	Inadequate legal services in relation to a land transfer matter.	Upheld. Practitioner directed to transfer the file and pay €3,000 as compensation.



An tÚdarás Rialála
Seirbhísí Dlí
Legal Services
Regulatory Authority

Legal Services Regulatory Authority

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