



An tÚdarás Rialála
Seirbhísí Dlí
Legal Services
Regulatory Authority

MINUTES FINAL

46th Meeting of Legal Services Regulatory Authority – Minutes (FINAL)

Date: 12 June 2025
Time: 16:30 to 18:30
Location: Ormond Meeting Rooms

Attendees:

Authority Members	Executive & Secretariat	Others
Tom Boland (Chair)	Brian Doherty (CEO)	
Éilis Barry	Ultan Ryan (Secretary)	
Shane Galligan		
Simon Murphy*		
Michele O'Boyle SC*		
Bríd O'Donovan		
Paul O'Donovan*		
Síona Ryan		

*3 x Members attended remotely.

Apologies:
Paul McGarry SC
Sara Moorhead
Emily Sherlock

Section 1 – Administration

1.0 General

1.1 Agenda adopted.

1.2 Declaration of Interests on agenda items. None raised.

- 1.3 Minutes of Authority meeting of 13 March 2025 approved subject to amendment in respect of due diligence for Committee appointments.

Matters arising in Minutes dealt with in the CEO Report.

Section 2 – Governance

2.0 CEO Report (including update on Risk Register)

The CEO report was taken as read with the following items addressed by the CEO at the meeting:

- 2.1.1 CEO Report provided updates on matters arising from Minutes of 13 March 2025 and highlighted activity and the Risk Register dashboard since the last Authority meeting. The following aspects of the report were discussed at the meeting:
- 2.1.2 Reports:
The CEO informed the Authority that the following reports had been submitted/published since the March meeting:
- (a) LSRA Annual Report 2024 (Submitted to Minister end April 2025)
 - (b) Section 33 Annual Admissions (Findings) Report (Submitted to Minister end April 2025)
 - (c) First Biannual Section 73 (Complaints) Report for 2025 published 24 April 2025
 - (d) First six monthly progress update on the work of the *Breaking Down Barriers* Implementation Working Group. Published 12 May 2025.
- 2.1.3 Levy:
The CEO confirmed that Levy notices for 2025 (in respect of the 2024 financial year) issued on 21 May 2025 with the payment due by 21 June.
- 2.1.4 Housing for All and Conveyancing:
The Authority sought an update on the LSRA's engagement with the Housing for All group and the issue of Conveyancing. The CEO informed the Authority that the Housing for All report was at draft stage and that the subject of eConveyancing was discussed by the group. The Authority will be updated once that report is available.
- 2.1.5 Risk Register:
The Authority discussed the potential reputational risk arising for the LSRA in respect of Risk 1 (Funding) and Risk 2 (GDPR Compliance) in particular. The Executive is to review the Risk Register in the context of reputational risk, to

review text to include this or to draft a separate risk dealing specifically with the organisation's reputational risks. This to then be considered by the Finance Audit & Risk Committee before being brought to the Authority.

2.1.6 Recruitment and Staffing:

The Authority was informed that in addition to the external workforce review completed in 2022, the Executive has been conducting a follow up review of the requirements of the LSRA in 2025 and beyond. The LSRA Executive will need to engage with both the Department of Justice, Home Affairs and Migration (DOJHAM) to secure sanction for the workforce plan.

2.1.6 Inspections Function:

The Authority discussed the LSRA's inspection function including what aspects are covered by the function and the staffing requirements involved. The CEO explained that there had been to date, limited requirement for inspections, noting that the scope for inspections under the legislation is limited.

2.1.7 Other matters were dealt with under separate agenda items.

3.0 Duly Authorised Register.

The Authority approved the revised staff listing on the Duly Authorised Register since previous meeting.

4.0 Update on Finance, Audit & Risk Committee.

The Chairperson of the FAR Committee provided an update to the Authority on the Committee's activities from its meetings of 25 March and 24 April 2025. The Authority noted the update.

5.0 Re-Appointment of Review Committee Members

5.0.1 The CEO explained to the Authority the background to the functions and terms of office of members of the Review Committee. The CEO stated that the terms of office run for 4 year periods to an aggregate of 8 years maximum. The names of certain members of the Review Committee were presented to the Authority for re-appointment to the relevant Committees at this meeting as their first terms were coming to an end. The CEO confirmed that the persons listed were active and engaged members of the Committee.

5.0.2 Review Committee:

Pursuant to section 62(2), 62(3) and 62(4) of the Legal Services Regulation Act 2015, the Authority has formally passed this resolution duly re-appointing the following persons nominated by the Law Society of Ireland to be members of the Review Committee for a further 4 years:

Lay Member Nominees:

Ms Julie Brosnan

Mr Michael O'Sullivan

(See Appendix I)

6.0 Internal Audit Unit (IAU) Report on LSRA/LPDT internal controls 2024

The Authority reviewed and approved the report completed by Internal Audit Unit at the Department of Justice, Home Affairs and Migration. The recommendations arising were noted.

Section 3 – Finance

7.0 Financial Reports:

7.1 Management Accounts for period ended 30 April 2025

The Authority noted the LSRA Management Accounts and associated variance reports at end April 2025.

7.2 Budget 2025

The Authority noted the LSRA/LPDT Budget for 2025.

7.3 Update on levy for the 2024 Financial Year

The Authority noted the progress report on the status of the Levy for the 2024 Financial Year (the Levy in 2025), with levy assessment notices issuing on 21 May 2025.

Section 4 – LSRA Policy and Implementation

8.0 Updates on the Performance of the Complaints & Resolutions Department of the LSRA and on the Operation of the LPDT

8.0.1 The CEO presented update reports, including statistical reports to the Authority in respect of the Complaints & Resolutions Department of the LSRA and on the operation of the LPDT.

8.0.2 The Authority discussed the Inspections process. The Chairperson suggested that the Authority might have a discussion on inspection outcomes in due course.

8.0.3 The Authority discussed the definition of a consumer of legal services. It was noted that the statistics showed that there were more complaints from non-clients than from clients. This included complaints about legal practitioners 'bringing the profession into disrepute'. Complaints by or on behalf of barristers relating to non-payment of fees were also noted.

- 8.0.4 In relation to the tables 13(a) and 13(b), the Authority requested that the percentage of complaints upheld by the Committee should be included for the next meeting.

9.0 Update on the Barriers Report and the Section 16 Education and Training Committee:

- 9.0.1 The Authority was updated on activities in respect of the Barriers Implementation Plan and the Section 16 Education and Training Committee since the last Authority Meeting in March. The Authority was informed that the first six monthly Breaking Down Barriers implementation progress report was submitted to the Minister for Justice, Home Affairs and Migration on 31 March 2025.
- 9.0.2 The CEO informed the Authority that, arising from the Barriers Implementation Plan, the scope of the annual Section 33 Report on the Admissions Policies of the legal professions was expanded. The three professional bodies were requested to provide additional information for 2024 report. The Law Society and King's Inns provided information on their existing initiatives to further increase flexible routes for solicitor/barrister training and their impact. The three professional bodies were invited to provide details of their existing access initiatives at second and third level and to outline their plans to evaluate the effectiveness and impact of these initiatives. All of the information provided was incorporated into the section 33 report.
- 9.0.3 The Authority was informed that the Section 16 Committee had met once in 2025 with a further meeting being planned in the coming weeks. The CEO explained that the Barriers Implementation Working Group had met twice in 2025 with the third meeting scheduled for 3 July 2025.

10.0 Update on Section 6 Review Report

The CEO updated the Authority on the finalisation of the Section 6 Report on the Review of the Operation of the Legal Services Regulation Act 2014 (as amended).

11.1 Closed Session of the Authority

The Secretary left the meeting for the closed session of the Authority.

13.0 AOB No matters arising.

Action Points – Meeting of 12 June 2025	
Agenda Item	Action
1.3	<u>Minutes:</u> - Minutes of 13 March 2025 approved subject to amendment in respect of due diligence for Committee appointments. - Secretary to arrange signature by Chairperson and upload to LSRA website.
2.1	<u>CEO Report:</u> <u>Updates for next meeting on:</u> 2.1.5 Update on Risk Register including presentation of reputational risk within existing risks or as a new risk – for consideration of FAR Committee. - Update/Presentation of Strategic Plan 2025-2028 for approval. <u>Other:</u> - Dashboard aligning Business Plan with Strategic Plan to be prepared. This will be completed following on from the combined development of the Strategic Plan and the next Business Plan which will be aligned with the new Strategic Plan.
3.0	<u>Duly Authorised Register:</u> Updated Duly Authorised Register will be circulated prior to next Authority Meeting to reflect staff changes.
4.0	<u>FAR Committee:</u> Secretary/CEO to follow up on selection of 2 x External Members for FAR Committee
5.0	<u>Reappointment of Complaints Committee and Review Committee Members:</u> - Secretary to arrange for the LSRA Committees Secretariat to inform the relevant Committee Members of the re-appointments; - For any member terms due for appointment or reappointment, these to be presented to the Authority at the next appropriate meeting.
6.0	<u>Review and approval of the Internal Audit Report of 2024 internal controls to be minuted as review and approved:</u> Done
7.0	<u>Financial Reports:</u> Up to date Financial Reports to be provided for next Authority meeting. This to include: Latest available Management Accounts

	• Update on Levy
7.1	<u>Management Accounts:</u> Up to date Management Accounts with variance analyses to be presented to the Authority at its next meeting.
7.3	<u>Update on Levy for the 2024 Financial Year:</u> For inclusion as separate item or in CEO Report • Update on Levy process in 2025 (in respect of the 2024 Financial Year) • Update on Financial Position in 2025
8.1	<u>Update on performance of Complaints and Resolutions Department:</u> • Table 13 to include percentage of complaints upheld by Committees for next meeting • Update Authority on Complaints statistics and processing; • Update on performance activities for Complaints Department; • Update Authority on Advertising Regulation activities.
8.2	<u>Update on the Performance of the LPDT</u> • Update on operation of the LPDT including Inquiries.
9.0	<u>Update on Barriers Report and the Section 16 Education and Training Committee:</u> • Update on implementation plan for Barriers Report; • Update on the work of Section 16 Education and Training Committee and LPET Committee.
10.0	<u>Section 6 Report – Review of the Operation of the 2015 Act:</u> • Update on the Draft Section 6 Report.

FINAL Minutes Signed



4 Sep 2025_

Ultan Ryan, Secretary

Date



4 Sep 2025_

Tom Boland, Chairperson

Date

Appendix I – Review Committee reappointments



An tÚdarás Rialála
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Resolution of the reappointing Members of the Review Committee under Section 62 of the Legal Services Regulation Act 2015

Proposed by: Bríd O'Donovan

Seconded by: Éilis Barry

Establishment of Review Committee

On 2 April 2023, pursuant to section 62(1) of the Legal Services Regulation Act 2015, the Authority formally passed a resolution duly establishing a committee, to be known as the Review Committee for the purpose of considering reviews requested by complainants or legal practitioners in relation to determinations of the Authority under section 60 or 61.

Reappointment of Lay Members

Pursuant to section 62(2), 62(3) and 62(4) of the Legal Services Regulation Act 2015, the Authority has formally passed this resolution duly reappointing the following lay persons to be members of the Review Committee with effect from 9 September 2025:

Lay Member nominees:

Ms. Julie Brosnan
Mr. Michael O'Sullivan

Signed by Secretary

Resolution passed on 12 June 2025

Annex I

Review Committee

- 62.** (1) The Authority shall establish a Review Committee to consider reviews requested by complainants or legal practitioners in relation to determinations of the Authority under [section 60](#) or [61](#).
- (2) The Review Committee shall be composed of 3 persons, 2 of whom shall be lay persons and one of whom shall be a legal practitioner.
- (3) The member of the Review Committee who is a legal practitioner shall—
- (a) in a case where the complaint relates to a solicitor, be a solicitor, and
 - (b) in a case where the complaint relates to a barrister, be a barrister.
- (4) A person shall be eligible to serve as a member of a Review Committee established under this section if he or she is eligible to serve as a member of the Complaints Committee established under this Part.
- (5) The Review Committee shall consider reviews requested and, having given both the client and the legal practitioner an opportunity to make a statement in writing to it as to why the determination of the Authority under [section 60](#) or [61](#), as the case may be, was incorrect or unjust, determine the review by—
- (a) confirming the determination of the Authority,
 - (b) remitting the complaint to the Authority, with such directions as the Review Committee considers appropriate or necessary, to be dealt with again under [section 60](#) or [61](#), as the case may be, or
 - (c) issuing one or more than one of the directions to the legal practitioner that the Authority is authorised to issue under [section 60 \(6\)](#) or [section 61 \(6\)](#), as the case may be.
- (6) Any payment made by a legal practitioner pursuant to a direction referred to in *subsection (5)* shall be without prejudice to any legal right of the client.

Annex II

Authority to facilitate resolution of complaints made under this Part relating to inadequate services

60. (1) Where the Authority determines under [section 57](#) that a complaint to which [section 51 \(1\)\(a\)](#) applies is admissible, or where a complaint is remitted to it under [section 62](#), it shall invite the client and the legal practitioner concerned to make efforts to resolve the matter the subject of the complaint in an informal manner.
- (2) Where the client and the legal practitioner agree to the Authority's invitation under *subsection (1)*, and request the Authority to do so, the Authority shall facilitate the resolution of the matter—
- (a) by offering its assistance in resolving the matter in an informal manner, or
 - (b) by identifying to the legal practitioner and the client other persons who are willing to assist in resolving the matter in an informal manner.
- (3) Where the Authority, having allowed the client and the legal practitioner a reasonable period to resolve the matter the subject of the complaint in an informal manner, considers that an agreement or resolution between the parties in relation to the complaint is unlikely to be reached in that manner, it may give notice in writing to the client and the legal practitioner (and, where appropriate, any other person involved in attempting to resolve the dispute) that it proposes to determine the complaint in accordance with this section.
- (4) Where *subsection (3)* applies, the Authority shall not determine the complaint concerned earlier than 30 days after the giving of notice under that subsection.
- (5) Where—
- (a) the client or the legal practitioner does not accept the Authority's invitation under *subsection (1)*,
 - (b) the client or the legal practitioner, having attempted to resolve the matter in an informal manner, confirms to the Authority that he or she does not wish to continue to make such an attempt, or
 - (c) the Authority decides under *subsection (3)* to exercise its power to determine the complaint under this section,
- the Authority shall thereafter invite the client and the legal practitioner to furnish to it, within such reasonable period as is specified by the

Authority, a statement setting out their respective positions in relation to the matter the subject of the complaint.

- (6) The Authority shall consider any statement furnished to it pursuant to *subsection (5)* and, where it considers that the legal services provided by the legal practitioner were of an inadequate standard, and that it is, having regard to all the circumstances concerned, appropriate to do so, the Authority may direct the legal practitioner to do one or more of the following:
- (a) secure the rectification, at his or her own expense or at the expense of his or her firm, of any error, omission or other deficiency arising in connection with the legal services concerned;
 - (b) take, at his or her own expense or at the expense of his or her firm (which shall not exceed €3,000), such other action as the Authority may specify;
 - (c) transfer any documents relating to the subject matter of the complaint to another legal practitioner nominated by the client, subject to such terms and conditions as the Authority may consider appropriate having regard to the existence of any right to possession or retention of any of the documents concerned vested in the legal practitioner to whom the direction is issued;
 - (d) pay to the client a sum not exceeding €3,000 as compensation for any financial or other loss suffered by the client in consequence of the legal services provided by the legal practitioner to the client being of an inadequate standard.
- (7) Where the client or the legal practitioner is aggrieved by a direction made by the Authority under *subsection (6)* or its failure to make such a direction, he or she may by notice in writing given not more than 30 days after the Authority has notified the parties to the complaint of its decision under *subsection (6)*, seek a review by a Review Committee established under [section 62](#) of the direction or the failure.
- (8) Any payment made by a legal practitioner pursuant to a direction referred to in *subsection (6)(d)* shall be without prejudice to any legal right of the client.

Annex III

Authority to facilitate resolution of complaints made under this Part relating to excessive costs

61. (1) Where the Authority determines under [section 57](#) that a complaint to which [section 51 \(1\)\(b\)](#) applies is admissible, or where a complaint is remitted to it under [section 62](#), it shall invite the client and the legal practitioner concerned to make efforts to resolve the matter the subject of the complaint in an informal manner.
- (2) Where the client and the legal practitioner agree to the Authority's invitation under [subsection \(1\)](#), and request the Authority to do so, the Authority shall facilitate the resolution of the matter—
- (a) by offering its assistance in resolving the matter in an informal manner, or
 - (b) by identifying to the legal practitioner and the client other persons who are willing to assist in resolving the matter in an informal manner.
- (3) Where the Authority, having allowed the client and the legal practitioner a reasonable period to resolve the matter the subject of the complaint in an informal manner, considers that an agreement or resolution between the parties in relation to the complaint is unlikely to be reached in that manner, it may give notice in writing to the client and the legal practitioner (and, where appropriate, any other person involved in attempting to resolve the dispute) that it proposes to determine the complaint in accordance with this section.
- (4) Where [subsection \(3\)](#) applies, the Authority shall not determine the complaint concerned earlier than 30 days after the giving of notice under that subsection.
- (5) Where—
- (a) the client or the legal practitioner does not accept the Authority's invitation under [subsection \(1\)](#),
 - (b) the client or the legal practitioner, having attempted to resolve the matter in an informal manner, confirms to the Authority that he or she does not wish to continue to make such an attempt, or
 - (c) the Authority decides under [subsection \(3\)](#) to exercise its power to determine the complaint under this section,
- the Authority shall thereafter invite the client and the legal practitioner to furnish to it, within such reasonable period as is specified by the

Authority, a statement setting out their respective positions in relation to the matter the subject of the complaint.

- (6) The Authority shall consider any statement furnished to it pursuant to *subsection (5)* and, where it considers that the amount of costs sought by the legal practitioner in respect of legal services provided to the client by the legal practitioner was or is excessive, and that it is, having regard to all the circumstances concerned, appropriate to do so, may direct the legal practitioner to do one or more of the following:
- (a) refund without delay, either wholly or in part as directed, any amount already paid by or on behalf of the client in respect of the practitioner's costs in connection with the bill of costs;
 - (b) waive, whether wholly or in part as directed, the right to recover those costs.
- (7) Where the client or legal practitioner is aggrieved by a direction made by the Authority under *subsection (6)* or its failure to make a direction, he or she may by notice in writing given not more than 30 days after the Authority has notified the parties to the complaint of its decision under *subsection (6)* seek a review by a Review Committee established under *section 62* of the direction or the failure.
- (8) Where a bill of costs which has been the subject of complaint under *section 51 (1)(b)* has subsequently been adjudicated, then—
- (a) where the Authority has given a direction under *subsection (6)*, the direction shall cease to have effect, or
 - (b) where the Authority has not given a direction under *subsection (6)*, it shall not proceed to investigate such a complaint or otherwise apply the provisions of this section.
- (9) Where the Authority has notified a legal practitioner under *section 57 (6)* that a complaint under *section 51 (1)(b)* in respect of a bill of costs issued by the legal practitioner is admissible, the legal practitioner shall not—
- (a) issue or cause to be issued civil proceedings (whether on his own behalf or on behalf of any other person or persons), or
 - (b) if already issued, proceed further with civil proceedings,
- in respect of the amount (or any part thereof) of a bill of costs without the written consent of the Authority before the Authority has determined the matter under *subsection (6)* unless, on application by

that legal practitioner, on notice to the Authority, a court orders otherwise.

- (10) Where pursuant to this section a dispute regarding a bill of costs between the client and the legal practitioner is resolved, the client shall not thereafter be entitled to seek adjudication of the bill of costs under *Part 10* unless such adjudication forms part of the resolution.
- (11) The determination under this section of a complaint shall be without prejudice to any legal right of the client.