



MINUTES FINAL

48th Meeting of Legal Services Regulatory Authority – Minutes (FINAL)

Date: 12 February 2026
Time: 16:15 to 18:15
Location: Ormond Meeting Rooms

Attendees:

Authority Members	Executive & Secretariat	Others
Tom Boland (Chair)	Tony Watson (Interim CEO)	
Éilis Barry	Ultan Ryan (Secretary – attended remotely during Section 3 only)	
Shane Galligan	Eleanor Carmody (Interim Head of Complaints, Investigations and Resolutions Department)	
Paul McGarry SC	Gregory Doyle (Higher Executive Officer)	
Simon Murphy	Denise Roche (Clerical Officer)	
Bríd O'Donovan		
Paul O'Donovan*		
Simon Barry		
William Abrahamson SC		
Michele O'Boyle SC *		

*Attended remotely

Apologies:
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 04 September 2025 and matters arising approved. Minutes of Special Meeting of the Authority of 12 December 2025 and matters arising approved.

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 Recruitment and Staffing:

The interim CEO mentioned that Alison McIntyre, the Head of the LSRA's Legal Unit, has returned from maternity leave, and this was noted.

The Authority asked the Executive for an update in relation to the recruitment of a new Head of Communications, Research and Innovation, highlighting that it is a critical role which is currently vacant.

The interim CEO acknowledged that this is a matter of priority, stating that that the Corporate Services Department of the LSRA was aware of this, and that it is hoped that the recruitment process will be initiated before the appointment of the incoming CEO.

3.0 Duly Authorised Register.

The Authority deferred any discussion of this topic to its next meeting.

4.0 FAR Committee Chairperson's Report to the Authority

The Committee Chairperson provided an update in relation to the FAR Committee. It was noted that two external members have been appointed and will be available for the next meeting.

5.0 Appointment of Complaints Committee Member

The Authority approved by Resolution, the appointment of a new barrister member of the Complaints Committee.

6.0 LSRA Audit of Financial Statements 2024 – Management Letter

The Authority expressed concern at the findings made, noting issues around Payroll processes and administrative oversights, and acknowledged that there were failures here. The Authority agreed that an action plan should be

developed for assessing the observations from the audit to identify issues raised and develop solutions, to be presented first to the FAR Committee, and thereafter to the Authority at its next meeting.

Section 3 – Finance

7.0 Financial Reports:

7.0.1 Management Accounts for period ended 30 November 2025

The Executive informed the Authority that December accounts were not yet finalized. It advised that most expenditure is underspend for the period, and that the Draft Financial Statements for 2025 will be provided for approval to submit to the Department of Justice, Home Affairs & Migration and the Office of the Comptroller & Auditor General by the end of March 2026.

7.0.2 LSRA Budget 2026

The Executive informed the Authority that the budget was prepared in November 2025. The Authority considered that the budget for the Legal Practitioners Disciplinary Tribunal may need to be revisited. The Authority noted in relation to the FAR Committee budget that the figure needs to be doubled.

The Authority asked the Executive if there is capacity for increased staff. The Executive informed the Authority that vacancies at lower grades will be filled by upcoming recruitment campaigns.

The Authority noted the current draft of the 2026 budget and postponed approval until the final budget is provided.

Section 4 – LSRA Policy and Implementation

8.0 LSRA Policy and Implementation:

8.0.1 Update on the Performance of the Complaints and Resolutions Department

The Executive informed the Authority that there had been an increase in the number of complaints received and complaints closed in 2025 relative to 2024, and that there was a significant improvement in terms of the numbers of complaints concluded by the Complaints Committee in that time. It was noted that the number of complaints in waiting lists have come down

significantly as a result. It was suggested that the appointment of Case Managers has helped in this regard. It was proposed that the focus this coming year would be on inspections to encourage engagement with LSRA, on achieving quality approval for a new Case Management System, and on reviewing existing IT systems.

The Executive also informed the Authority that the complexity of the complaints it was receiving was increasing, and that one suspected cause of this was complainants using AI tools to assist them with the drafting of their complaints.

It was noted that the LSRA has no dedicated inspectors, and that it will have to pull from existing resources to carry out additional inspections.

The Authority suggested that the Executive has been overly cautious in its approach to dealing with queries and complaints in the initial stages of the complaints handling process.

The Authority requested that statistics be provided outlining how many decisions of the LSRA have been varied by the Review Committee, the level of engagement with the informal resolution process, and the median time in days from complaints being opened to being concluded, for the period of 2025 relative to 2024.

8.0.2 Update on the Operation of the LPDT

The Authority noted with concern that the LPDT and the LPDT Support Department are experiencing significant resourcing issues in circumstances where there has been a huge increase in the number of matters referred to them. The Executive emphasized that there are issues with their premises, IT support, and levels of staff. The Authority acknowledged that this is a serious issue and asked that the Executive contact the Department of Justice in relation to it.

9.0.0 Update on the Barriers Report and the Section 16 Education and Training Committee

The Authority suggested that there is a difference between Section 16 setting the standards and creating the competencies, and the new committee of the LPET enforcing those standards. It suggested that the LPET would need separate statutory grounding.

The Authority noted that the S16 Committee is answerable to the Authority and that they have agreed criteria for a national competency framework for legal education and training. The Authority said it should be kept informed of the agendas and progress of the Section 16 Committee and of the work completed on the national competency framework. It acknowledged the

massive impact that the competencies framework has on all legal professions. It said the matter is to be discussed again at its next meeting.

10.0 Closed Session of the Authority. The Secretary and others left the meeting at this point.

11.0 AOB. No matters arising.

Action Points – Meeting of 12 February 2025	
Agenda Item	Action
1.3	<u>Minutes:</u> Minutes of 04 September 2025 and matters arising approved. Minutes of Special Meeting of the Authority of 12 December 2025 approved.
3.0	<u>Duly Authorised Register</u> Allison McIntyre's work on this area is to be circulated to the Authority via email and she is to present on this when the review of the register has been completed.
7.0.1	<u>Management Accounts for period ended 30 November 2025</u> Draft Financial Statement and end year Management Accounts to be included in papers for the March meeting.
7.0.2	<u>LSRA Budget 2026</u> The Executive is to provide an update on the Budget at the next meeting.
8.0.1	<u>Update on the Performance of the Complaints and Resolutions Department</u> The Executive is to provide further statistics as requested by the Authority.
8.0.2	<u>Update on the Operation of the LPDT</u> The Executive is to contact the Department of Justice in relation to the issue of resources.
9.0.0	<u>Update on the Barriers Report and the Section 16 Education and Training Committee</u> The matter is to be raised with the incoming CEO and to return to the next meeting

FINAL Minutes Signed



26 March 2026

Ultan Ryan, Secretary

Date



26 March 2026

Tom Boland, Chairperson

Date

Appendix I – Complaints Committee appointments and reappointments



An tÚdarás Rialála
Seirbhísi Dlí
Legal Services
Regulatory Authority

Resolution of the Authority on the appointment of members to the Complaints Committee under Section 69 of the Legal Services Regulation Act 2015

Proposed by: Paul McGarry SC

Seconded by: William Abrahamson SC

Appointment of Member nominated by the Bar Council of Ireland
Pursuant to section 69(3)(c) and 69(3)(c) of the Legal Services Regulation Act 2015, on 12 February 2026, the Authority formally passed this resolution duly appointing the following person nominated by the Bar Council of Ireland to be a member of the Complaints Committee for a 4 year term commencing 12 February 2026:

Bar Council of Ireland Nominee:

Mr Colm O Dwyer SC

Signed by Secretary

Resolution passed on

12 February 2026

Annex I

Authority to refer complaints relating to misconduct to Complaints Committee

68. The Authority shall refer a complaint under [section 51 \(2\)](#) to the Complaints Committee where the client and legal practitioner concerned do not succeed in resolving a matter in accordance with [section 64](#).

Establishment and membership of Complaints Committee

69. (1) The Authority shall establish a committee, to be known as the Complaints Committee, for the purpose of considering and investigating complaints referred to it by the Authority under [section 68](#).
- (2) A member of the Complaints Committee shall—
- (a) hold office for a period of 4 years from the date of his or her appointment, and
 - (b) be eligible for reappointment as a member of the Complaints Committee, provided that he or she does not hold office for periods the aggregate of which exceeds 8 years.
- (3) The Complaints Committee shall be appointed by the Authority and shall consist of not more than 27 members of whom—
- (a) the majority shall be lay persons,
 - (b) not fewer than 8 shall be persons nominated by the Law Society, each of whom has practised as a solicitor for more than 10 years, and
 - (c) not fewer than 4 shall be persons nominated by the Bar Council, each of whom has practised in the State as a barrister for more than 10 years.
- (4) In appointing lay persons to be members of the Complaints Committee the Authority shall ensure that those members are persons who—
- (a) are independent of the professional bodies, and
 - (b) have expertise in or knowledge of—
 - (i) the provision of legal services,
 - (ii) the maintenance of standards in a profession (including those regulated by a statutory body),

(iii) the investigation and consideration of complaints relating to services, or

(iv) the interests of consumers of legal services.

(5) The Complaints Committee shall act in divisions of not less than 3 members and not more than 5 members (in this Act referred to as a "Divisional Committee").

(6) A Divisional Committee shall consist of an uneven number of members.

(7) Each Divisional Committee shall have a majority of lay members.

(8) The chairperson of each Divisional Committee shall be one of the lay members of that Divisional Committee.

(9) The chief executive shall make arrangements for the provision of such administrative and secretarial support to each Divisional Committee as he or she considers necessary.

(10) Subject to *subsections (6) and (7)*, where a complaint relates to a solicitor—

(a) in a case where the Divisional Committee consists of 3 members, one of the members of the Divisional Committee shall be a solicitor,

(b) in a case where the Divisional Committee consists of 5 members, 2 of the members of the Divisional Committee shall be solicitors.

(11) Subject to *subsections (6) and (7)*, where a complaint relates to a barrister—

(a) in a case where the Divisional Committee consists of 3 members, one of the members of the Divisional Committee shall be a barrister,

(b) in a case where the Divisional Committee consists of 5 members, 2 of the members of the Divisional Committee shall be barristers.