

HOW TO USE THE INDEPENDENT ADJUDICATOR

Any client wishing to make a complaint to the Independent Adjudicator or wishing to refer a decision of the Law Society concerning an application for a grant from the Law Society's Compensation Fund, should write to:

Ms Carol Ann Casey,
Independent Adjudicator of the Law Society,
26 Upper Pembroke Street, Dublin 2,
D02 X361, Ireland.
Tel: +353 1 662 0457
Fax: +353 1 662 0365
www.independentadjudicator.ie
adjudicator@independentadjudicator.ie

Complaints, which must be in writing and signed, should contain the following information:

- A. The reference used by the Law Society on its correspondence;
- B. The date on which the Law Society made its decision (a copy of the letter conveying the Law Society's decision should be enclosed if available); and
- C. Confirmation that the client has not made any application to the Solicitors Disciplinary Tribunal regarding the subject matter of the complaint to the Independent Adjudicator.

DATA PRIVACY STATEMENT

The Data Privacy Statement of the Independent Adjudicator is available on www.independentadjudicator.ie

INDEPENDENT ADJUDICATOR OF THE LAW SOCIETY

July 2018



**WHAT IS THE INDEPENDENT
ADJUDICATOR OF THE
LAW SOCIETY**

The office of the Independent Adjudicator was established to provide an independent forum to which members of the public may apply if they are dissatisfied with the manner in which the Law Society of Ireland has dealt with any complaint made by or on behalf of any person against their solicitor.

The role of the Independent Adjudicator:

- A. ensures that complaints about the conduct of a solicitor are dealt with fairly and impartially by the Law Society;
- B. reviews complaints about any decision by the Law Society concerning an application for a grant from the Law Society's Compensation Fund;
- C. recommends any changes in the Law Society's complaints procedures which are, in her opinion, necessary to maintain the highest standards, and
- D. writes an Annual Report (available on www.independentadjudicator.ie).

**WHO CAN USE THE
INDEPENDENT ADJUDICATOR?**

A client who is dissatisfied with the way in which their complaint has been handled by the Law Society, or who is dissatisfied with any decision concerning an application for a grant from the Law Society's Compensation Fund may, any time within the **three year period immediately following the Law Society's decision**, apply to the Independent Adjudicator.

**WHAT KIND OF COMPLAINTS
CAN THE INDEPENDENT
ADJUDICATOR DEAL WITH?**

The Independent Adjudicator can only deal with a complaint about the Law Society's handling of a complaint against a solicitor or a Compensation Fund claim. She cannot investigate at first hand a complaint about a solicitor or a Compensation Fund claim. In the first instance, complaints should be sent to the Complaints and Client Relations Section and claims on the Compensation Fund should be sent to the Claims Administration Supervisor at Law Society of Ireland, George's Court, George's Lane, Dublin 7, D07 E98Y, Ireland; Tel: +353 1 879 8700; Fax: +353 1 879 8765; Email: complaints@lawsociety.ie (Complaints and Client Relations); cfclaims@lawsociety.ie (Compensation Fund).

**WHAT POWERS DOES
THE INDEPENDENT
ADJUDICATOR HAVE?**

Once satisfied that the complaint falls within the office's terms of reference, the Independent Adjudicator will notify the solicitor of receipt of the complaint and will examine the Law Society's records making whatever enquiries are considered necessary. Having completed the examination the Independent Adjudicator may, if appropriate, direct the Law Society to either re-examine the complaint or make an application to the Solicitors Disciplinary Tribunal which may lead to the disciplining of a solicitor. The Independent Adjudicator may also, if appropriate, direct the Law Society to re-examine its decision concerning an application for a grant from the Law Society's Compensation Fund.

The Independent Adjudicator cannot award compensation and cannot consider any matters which have been dealt with by the Solicitors Disciplinary Tribunal or, in the case of complaints about excessive fees, the Taxing Master. If a complaint or claim is still under investigation by the Law Society, the Independent Adjudicator will await the Law Society's determination before dealing with any complaint made.