

Complaints under the Legal Services Regulatory Authority 5 Years On

**Thursday 26 September 2024
VIA WEBINAR
2.00pm to 5.00pm**

Introduction, history and Overview of Complaints Process: Brian Doherty
Pre-Admissibility Process and Admissibility Decisions: Eleanor Carmody
Mediation and the Resolution of Complaints: TBC
Complaints Determined by the LSRA: Paul McGovern
Complaints and Review Committees: Tony Watson
LPDT: Kay Lynch (Registrar)
Enforcement of LSRA Determinations and Directions: Alison McIntyre
Lessons and Themes 5 Years On: Brian Doherty

**Dr Brian Doherty
Chief Executive Officer**

Brian Doherty is the Chief Executive Officer of the Legal Service Regulatory Authority. He was called to the Bar in 1996 and initially practised in Belfast. He joined the Office of the Police Ombudsman for Northern Ireland when it was set up in 2000 as one of the first civilian investigators, working on allegations of misconduct against the then RUC, later the Police Service of Northern Ireland. In 2007 he moved to the Garda Síochána Ombudsman Commission as a senior investigating officer, later progressing to acting Deputy Director of Investigations. He returned to the Northern Ireland Police Ombudsman in 2014 to run the Current Investigations Directorate. Brian took up post as the CEO of the LSRA in September 2017.

Tony Watson, Head of Complaints, Investigations and Resolutions Department

Tony Watson joined the LSRA in September 2019 and is the Head of Complaints, Investigations and Resolutions. He qualified as a solicitor in England and worked as a litigator in London. He moved to Ireland in 2005 and joined the Complaints Section of the Law Society, where he was Deputy Head of Complaints prior to joining the LSRA. Tony has extensive experience in the regulation of lawyers, and the investigation and resolution of complaints in particular.

Eleanor Carmody, Head of Complaints and Resolutions Unit

Eleanor joined the LSRA in September 2019 as a Complaints Resolution Officer, and was appointed Head of the Complaints and Resolutions Unit in February 2020. Eleanor qualified as a solicitor in 1999 and worked mainly as a conveyancer in a general practice in Fermoy, Co. Cork. She joined the Law Society in 2008 and worked as a solicitor in the Complaints and Client Relations section investigating complaints against solicitors.

Paul McGovern, Complaints and Resolutions Officer

Paul is a Complaints and Resolutions Officer with the LSRA where he is responsible for making admissibility decisions and determinations regarding complaints about legal practitioners in accordance with the Legal Services Regulation Act, 2015. He is an experienced Senior Investigator with expertise in the fields of Criminal Justice and Financial Regulation. Paul has previously been an associate lecturer in Criminal Justice at the Northern Ireland Police College and is an alumnus of Canterbury Christchurch University, University of Ulster, Sunderland University and University College Dublin.

Alison McIntyre, Head of Legal Services, Levy and Registration Department

Alison Emily McIntyre was appointed Head of Legal Services, Levy and Registration Department in October 2019 and took up her role in March 2020. Prior to this Alison was an Assistant Commissioner with the Irish Data Protection Commission where she worked as a legal adviser and as their Data Protection Officer. Alison has experience in private practice and in public sector organisations.

Kay Lynch, Registrar, Legal Practitioners Disciplinary Tribunal

Kay Lynch was appointed Registrar of the Legal Practitioners Disciplinary Tribunal in September 2019. Prior to her appointment, Kay worked as an executive with the Solicitors Disciplinary Tribunal since 2014. She is a qualified solicitor and holds diplomas in Professional Regulation (University College Dublin) and Judicial Skills and Decision-Making (Law Society of Ireland).



Conference Information

Date: 26 September 2024
Time: 2.00pm to 2500pm
Location: **VIA WEBINAR**

Fees: € 165.00 Member
€ 275.00 Non-Member

CPD: 3 Hours Professional Development and Solicitor Wellbeing

Conference Registration Form (PM)

Please complete the registration form below and send this with your payment to:-

**Maura Smith, Dublin Solicitors Bar Association, Unit 206, The Capel Building, Mary's Abbey, Dublin 7. Dx 200206
Capel Building**

Surname _____

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Cancellations must be received in writing. For cancellations received 5 working days or less prior to the event, the attendance fee is non refundable.

DISCLAIMER

It may be necessary, for reasons beyond the control of the conference organisers, to alter the content and timing of the program or the identity of the speakers.

For Additional Information contact:-
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