

LEAFLET No 16 - REQUESTS FOR A CHANGE OF SOLICITOR OR BARRISTER

We are committed to the provision of a quality service in line with our Customer Charter. This charter is available on our website – www.legalaidboard.ie – or you can ask for a copy from our head office or any law centre.

Request for change of solicitor/barrister.

What can I do if I want a change of solicitor / barrister?

You can request a change of solicitor by writing to us. The person you must write to depends on who your solicitor is:

- If your solicitor is a law centre solicitor (but not the Managing Solicitor of the law centre) – write to the Managing Solicitor.
- If your solicitor is the Managing Solicitor or a private solicitor providing legal services on our behalf– write to Civil Operations, Legal Aid Board, 48-49 North Brunswick Street, George's Lane, Smithfield, Dublin, D07 PE0C or by email complaints@legalaidboard.ie.

We will consider your request and investigate the matter. We may agree to your request for a change of solicitor if resources allow, and provided we find your request to be reasonable. The details regarding your request will be made available to the person to whom it relates for their comments on the matter.

If we do not grant your request for a change of solicitor or barrister, then you may seek a review/appeal in relation to that decision. We will inform you of the result of any review/appeal in writing.

External Review

Are there any other remedies available to me?

The Office of the Ombudsman is entitled in certain circumstances to investigate any action taken by us in the performance of our administrative functions. The Office of the Ombudsman is not, however, entitled to investigate the provision of legal services by law centre solicitors or by private solicitors who are providing services on our behalf. If you have a complaint about the legal services you are receiving from your solicitor, the Office of the Ombudsman has no role.

Contact details for the Office of the Ombudsman are as follows:

Office of the Ombudsman,
18 Lower Leeson Street,

Dublin,
D02 HE97
LoCall: 1890 22 30 30
E-mail: Ombudsman@ombudsman.gov.ie

Contact Details for the Board's Head Office

Legal Aid Board,
Quay Street,
Cahirciveen,
Co. Kerry,
V23 RD36
Tel: (066) 947 1000
Fax: (066) 947 1035
LoCall: 1890 615 2000
Email: info@legalaidboard.ie
Website: www.legalaidboard.ie