

Procedures in relation to complaints about our service (standards)

If you are unhappy with the quality of services provided by OCO or the way you were treated by any member of our team this is what you need to do:

We would like to hear your feedback (good and bad) about the service you received from the Office. If you are unhappy with the way one of our team dealt with you, you should let us know as soon as possible after the event as we would like the opportunity to put things right as quickly as we can. Your views are important to us at the Ombudsman for Children's Office

You can make a complaint about the quality of the service you received or the way you were treated by contacting us:

- email us at oco@oco.ie (marked for the attention of the Director)
- give us a call on 01-8656800
- write to us at: Ombudsman for Children's Office, Millennium House, 52/56 Great Strand Street, Dublin 1
- If you wish to call in and make a complaint in person please call us in advance and we will make an appointment.

You will need to set out in your complaint the specific action/s that you are unhappy with. It is important that you contact us as soon as you can and at least within one month of the issue or incident which you are unhappy with.

The Director shall determine what action is required and may designate an appropriate member of staff to examine the complaint and make recommendations in relation to it to the Director. As we are a small Office, it may be appropriate that the Director examines the complaint directly.

Any person in OCO against whom a complaint is made will be shown the initial complaint and any evidence gathered and shall be given the opportunity to respond on this. They will also have an opportunity to comment on the final letter issued to you in relation to your complaint

If there is a disagreement between the person complained against and the Complaints Officer on the outcome of the examination, the matter should be referred to the Director / Ombudsman for review and decision.

The final letter should be cleared through the Director and if appropriate, the Ombudsman before issue.

Each complaint will be dealt with on its own merits. If we find your complaint is justified, recommendations may be made about the form of redress, which will be determined by the Director. Recommendations may also address the actions which can be taken to avoid any recurrence of the circumstances complained about.

What happens once we receive your complaint?

- We will acknowledge your complaint within three working days, and let you know who is looking after your complaint, their contact details and how soon we hope to have your complaint resolved.
- We will investigate your complaint in full and seek to resolve it promptly and fairly within 10 working days where possible. Some complaints can be resolved much sooner, others may take more time to fully investigate.
- We will issue you a formal response outlining the findings of our examination of your complaint and if required, the appropriate action we can take to address it.