

# COMPLAINT FORM

If you have any questions about filling out this form, please call us on

**FREEFONE 1800 20 20 40**



**ombudsman  
do leanaí  
for children**

## FREE and INDEPENDENT Complaint Handling Service

You might find this quick checklist helpful in deciding if you are ready to make a complaint to the OCO. If you answer yes to these questions, it may be time to bring a complaint to us.

### A. Is your complaint about a service in Ireland that the OCO can look at?

Yes  No

We can examine complaints about:

- Government Departments
- Certain public bodies
- Local Authorities
- Schools (recognised by the Education Act 1998)
- Voluntary hospitals
- Other organisations providing services on behalf of the Irish State

The Ombudsman for Children Act 2002, and its amendments, sets out the services that we can handle complaints about. Lots of services come under our remit.

If you are not sure whether we can examine the service you are complaining about, please check our website [www.oco.ie](http://www.oco.ie). Click on the 'Complaints' section and you will find a list of Frequently Asked Questions (FAQs).

### B. Have you made a complaint in writing to the service?

Yes  No

You should complain directly to the service involved and follow its complaint process before submitting a complaint to the OCO.

If you are not sure about the steps involved in making a formal written complaint, you can ask for a copy of the Complaints Policy/Procedure from the service.

### C. Have you received a final decision/reply to your complaint?

Yes  No

It is important that you wait for a final decision/reply to your complaint. If you are not happy with the response, it may be the right time to submit a complaint to us.

You can also decide to make a complaint to us if the service has not given you its decision when the service said it would.

## Part 1. Contact information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Are you a young person making a complaint about something that affects you?

Yes  No

If yes, please give your date of birth: \_\_\_\_\_

What is the best way for us to contact you?

Phone  Email

How did you hear about us?

\_\_\_\_\_

## Part 2. Child/Children's information

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What is your relationship to the child/children (for example: parent, guardian, teacher, social worker, aunt, uncle, brother, etc):

\_\_\_\_\_

If possible, please tell us the child/children's views on the issues raised in the complaint:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Part 3. Information about the complaint

What service in Ireland is your complaint about?  
(For example, name the school/hospital/local authority)

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Tell us what the service has or has not done and why you think it is wrong:

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How has the action or inaction of the service affected the child / children involved?

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Tell us how the service dealt with your complaint. Please provide copies of any letters or emails you sent to the service and the response(s).

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What results would you like us to achieve for the child/children?

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Have you contacted any other service about your complaint (for example, a professional regulator or a tribunal) or have you taken any legal action?

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- ✓ Please send copies of any letters, emails or other documents that you think will help us to understand your concerns.
- ✓ Please use extra pages and attach them to this form if you need more space to explain your complaint.

**Post your complaint form to:**  
Ombudsman for Children's Office  
Millennium House  
52 - 56 Great Strand Street  
Dublin 1  
D01 F5P8  
Ireland

**Email your complaint form to:**  
ococomplaint@oco.ie

**Submit an online complaint form:**  
www.oco.ie

### What happens next?

We will contact you to let you know if we can look at your complaint. We may also contact the service(s) involved by phone, email or in writing. Please let us know if you do not want us to send personal details by email.

**If you have any questions, ring the Complaints and Investigations Team at FREEFONE 1800 20 20 40 or email us at [ococomplaint@oco.ie](mailto:ococomplaint@oco.ie).**