



Ombudsman Offices in Ireland

OMBUDSMAN
ASSOCIATION
Promoting independent complaint resolution

The Ombudsman Association has produced this booklet to aid the public in finding the correct body with which to lodge their complaint.

In addition, contact details are provided for other bodies who provide information or assistance in dealing with a variety of complaints.

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Role of an Ombudsman

Ombudsman Offices are there to help citizens when they have problems with services provided by the State and other organisations. Ombudsman Offices are free, independent, objective and fair. We're here to help people navigate their way through often complex procedures and practices.

If a person has suffered an injustice or has found something wrong in a service provider, Ombudsman Offices are there to help and to put things right. This may be as simple as an apology or acknowledgement that something wasn't right. It may also involve putting the person back in the position they would have been in if things had not gone wrong. People with grievances against service providers often feel that it is "David versus Goliath" and they feel they don't have the skills and resources to challenge service providers. Ombudsman Offices are there to support the individual in ensuring that services are implemented in a fair manner.

Ombudsman Offices have a range of means of addressing problems. Sometimes an informal approach

is used. Sometimes conciliation or mediation is used. In other cases a more formal approach is required with the Ombudsman office initiating an investigation and issuing a finding, a report, a recommendation or a decision. The aim is always to ensure that service providers treat people fairly and in a just manner.

Service providers are obliged to cooperate with Ombudsman Offices. Some offices make binding decisions, others make recommendations. Almost all recommendations are accepted by service providers. If an Ombudsman Office issues a binding decision the service provider must accept the decision and take whatever measures are necessary to address the matter.

If it seems likely that a failing which affected a complainant is likely to also affect other service users, Ombudsman Offices can widen their investigation and bring about changes in systems and procedures. They can require training or changes in the design of services to make sure that everyone affected has redress and that other people do not suffer from similar failings in the future.



Office of the Ombudsman

The Ombudsman examines complaints from people who feel they have been unfairly treated by certain public service providers including:

- Government departments and offices such as the Department of Social Protection or the Revenue Commissioners
- Local authorities
- The Health Service Executive (HSE) & public hospitals
- Agencies, such as charities and voluntary bodies, that deliver health and social services on behalf of the HSE
- Publicly funded third-level educational bodies
- Public and private nursing homes
- Direct Provision centres

The Ombudsman service is free, independent and impartial.

Before you complain to the Ombudsman, you must first complain to the service provider whose action or decision has affected you. In some cases there will be a local appeals system which you should use.

If you have complained to the service provider and are still unhappy, then you can contact the Ombudsman.



Ombudsman

Write or call in to:

The Office of the Ombudsman
18 Lower Leeson Street
Dublin 2, D02 HE97

✉ To make a complaint:
complaints@ombudsman.ie
For information:
info@ombudsman.ie

☎ LoCall 1890 22 30 30
(Charges may vary) or
01 639 5600

🌐 www.ombudsman.ie

Ombudsman for Children

The Ombudsman for Children investigates complaints about public bodies that make decisions about children and young people under the age of eighteen. The office also promotes the rights and welfare of children and young people under 18 years old living in Ireland.

Complaints can be made to the Ombudsman for Children by anyone under the age of 18. Adults can also bring complaints on behalf of children and young people.

Write or call in to:

Ombudsman for Children's Office
Millennium House
52-56 Great Strand Street
Dublin 1
D01 F5P8

✉ Complaints: ococomplaint@oco.ie
Office: oco@oco.ie

📞 Complaints Freephone: 1800 20 20 40
Office: 01 865 6800

🌐 www.oco.ie



ombudsman
do leanaí
for children

Garda Síochána Ombudsman Commission

The Garda Síochána Ombudsman Commission (GSOC) deals with complaints by members of the public about the conduct of gardaí. Complaints may range from allegations of discourtesy to criminal behaviour.

GSOC is independent of the Garda Síochána and its service is free and available to all. Where appropriate, GSOC tries to have complaints resolved to everyone's satisfaction. Where investigations are conducted, it may make recommendations to the Director of Public Prosecutions or the Garda Commissioner.


GSOC has several other responsibilities including;


- > **The investigation of matters relating to the conduct of gardaí when it is in the public interest, even if a complaint has not been received**
- > **The conduct of independent investigations where it appears that the conduct of a garda may have resulted in the death of, or serious harm to, a person**
- > **Receiving protected disclosures from gardaí in relation to garda conduct.**

Write or call in to:

GSOC
150 Abbey Street Upper
Dublin 1

 info@gsoc.ie

 Lo-call: 1890 600800

 www.gardaombudsman.ie


An Coimisinéir Teanga


An Coimisinéir Teanga enquires into complaints from the public and initiates investigations where it is alleged that public bodies may have failed to fulfil their duties under the Official Languages Act 2003. The Coimisinéir also investigates complaints that legislation relating to the status or use of Irish has been contravened.

An Coimisinéir Teanga may begin an investigation on his or her own initiative, at the request of the Minister or as a result of a complaint from a member of the public. Any party to an investigation or any other person affected by the findings and recommendations of the investigation may appeal to the High Court on a point of law within four weeks.

Write or call in to:

Oifig an Choimisinéara Teanga
An Spidéal
Gaillimh
H91 VK23

 eolas@coimisineir.ie

 Lo-call 1890 504006
(charges may vary)
or 091 504006

 www.coimisineir.ie

Financial Services and Pensions Ombudsman

The Financial Services and Pensions Ombudsman (FSPO) seeks to resolve complaints about the conduct of regulated financial service providers and pension providers through mediation and where necessary by investigation and adjudication.

We provide an independent, fair, impartial, confidential and free service to resolve complaints. When a consumer is unable to resolve a complaint or dispute with a financial service or pension provider they can refer their complaint to the FSPO.

Where the complaint relates to a financial service the FSPO can direct the payment of compensation of up to €500,000 and the financial service provider can be directed to rectify the conduct complained of. In relation to pension complaints the FSPO can recover financial loss due to maladministration and disputes of fact or law suffered by complainants.

Decisions of the Financial Services and Pensions Ombudsman are legally binding, subject only to appeal to the High Court.



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean
Financial Services and
Pensions Ombudsman

Write or call in to:

The Financial Services
and Pensions
Ombudsman
Lincoln House
Lincoln Place
Dublin 2
D02 VH29

✉ info@fspoi.ie

☎ 01 567 7000

🌐 www.fspoi.ie

Ombudsman for the Defence Forces

The Ombudsman for the Defence Forces (ODF) investigates complaints made by serving or former members of the Irish Defence Forces who believe they have been treated unfairly or have been adversely affected by action taken by a member of the Irish Defence Forces or a civil servant of the Department of Defence.

While the ODF is empowered to make findings his/her decisions are not binding. He/she is empowered to make representations to the Minister for Defence and frequently does so, and may request the Minister to respond to such recommendations within a specified time.

The ODF has wide powers to investigate any action that may have been:

- > **Taken without proper authority**
- > **Taken on irrelevant grounds**
- > **The result of negligence or carelessness**
- > **Based on wrong or incomplete information**
- > **Improperly discriminatory**
- > **Contrary to fair or sound administration.**


The ODF is excluded from investigating actions that concern:


- > **Security or military operations;**
- > **Organisation, structure and deployment of Defence Forces;**
- > **Terms and conditions of employment; or**
- > **Management of military prisons.**


Serving members must process a complaint through the Defence Forces' Redress of Wrongs system before the ODF can deal with it.

Write or call in to:

Ombudsman for the Defence Forces
15 Lower Hatch Street
Dublin 2

 admin@odf.ie

 +353 1 6633222

 www.odf.ie



Press Ombudsman


The Press Ombudsman considers complaints from members of the public about articles in newspapers, magazines and online publications that may be in breach of the Code of Practice of the Press Council of Ireland.


Complaints will only be considered against publications which are members of the Press Council of Ireland (all national newspapers, including Irish editions of UK newspapers, most local newspapers, many magazines and some online-only news services are members). The complaints process is fast, fair and free.


The Office of the Press Ombudsman seeks to resolve complaints by conciliation or mediation to the satisfaction of everyone concerned. Many complaints are resolved at this stage. Where conciliation is not successful, the Press Ombudsman will make a decision on the complaint based on the Code of Practice. If a complaint is upheld the decision is published in full with due prominence in the publication. All decisions are published on the Press Ombudsman website.

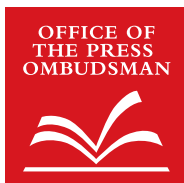
Decisions of the Press Ombudsman may be appealed in certain circumstances to the Press Council of Ireland.

For further information or to make a complaint;

 info@pressombudsman.ie

 01 648 9130 or
LoCall 1890 208 080

 www.pressombudsman.ie



Contacts List

Area of Complaint	Who to Contact	Phone	Email
Accountants or Auditors	Irish Auditing and Accounting Supervisory Authority (IAASA)	045 983 600	info@iaasa.ie
Advertising	Advertising Standards Authority for Ireland (ASAI)	01 613 7040	standards@asai.ie
Airport or Airline	Commission for Aviation Regulation	01 661 1700	info@aviationreg.ie
Barristers	The Bar of Ireland	01 817 5000	thebarofireland@lawlibrary.ie
Broadcasters	Broadcasting Authority of Ireland	01 644 1200	info@bai.ie
Consumer Complaints	Competition & Consumer Protection Commission (CCPC)	1890 432 432 01 402 5555	Website contact form www.ccpc.ie
Data Breaches	Data Protection Commissioner	0761 104 800	info@dataprotection.ie
Dentists	The Dental Council	01 676 2069	info@dentalcouncil.ie
Discrimination by a Service Provider	Workplace Relations Commission	059 917 8990	Website contact form www.workplacelrelations.ie
Doctors	Medical Council	01 498 3100	Website contact form www.medicalcouncil.ie
Elected Officials and Public Officers	The Standards in Public Office Commission	01 639 5666	sipo@sipo.ie
Employee Rights	Workplace Relations Commission	059 917 8990	Website contact form www.workplacelrelations.ie
Help with Making Complaints	Citizens Information	076 107 4000	information@citizensinformation.ie
Health and Social Care Professionals	CORU - Regulating Health and Social Care Professionals	01 293 3160	info@coru.ie
Landlords	Residential Tenancies Board	01 702 8100	disputes@rtb.ie
Insolvency Practitioners	Insolvency Service of Ireland	076 106 4200	info@isi.gov.ie

Area of Complaint	Who to Contact	Phone	Email
Nurses	Nursing & Midwifery Board of Ireland	01 639 8500	customerservices@nmbi.ie
Pharmacists	The Pharmaceutical Society of Ireland	01 218 4000	info@psi.ie
Private Security	The Private Security Authority	062 32600	info@psi.ie
Solicitors	Law Society of Ireland	01 672 4800	general@lawsociety.ie
Teachers	The Teaching Council	01 651 7900	info@teachingcouncil.ie
Telecommunications or Postal Service Providers	Commission for Communications Regulation	01 804 9668	consumerline@comreg.ie
Taxi Drivers	National Transport Authority	01 879 8300	info@nationaltransport.ie
Utilities / Energy / Water Service Providers	Commission for Regulation of Utilities	1890 404 404	customer care@cru.ie