

Complaint Procedures and the Ombudsman

If you have complained to us and you're not satisfied with our decision on your complaint it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman's remit relates to complaints about actions which occurred on or after the 24th August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of complaints from residents eligible to complain under "Your Service Your Say" (Residents whose place is provided under a contract with the HSE)

Contact details are as follows:

THE OFFICE OF THE OMBUDSMAN

18 Lower Leeson Street
Dublin 2

Phone: LoCall 1890 22 30 30 or (01) 639 5600

Email: ombudsman@ombudsman.gov.ie

You can also make a complaint online using the online complaint form
www.ombudsman.gov.ie