



## Oifig an Ombudsman Office of the Ombudsman

### HOW WE DEAL WITH YOUR COMPLAINT

**Our service is**

**Independent. Impartial. Free to use.**

Office of the Ombudsman  
18 Lower Leeson Street Dublin 2  
Postcode: D02 HE97

Telephone: 01 - 639 5600  
LoCall: 1890 22 30 30

E Mail: [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie)

Follow us on  [@officeombudsman](https://twitter.com/officeombudsman)

[www.ombudsman.ie](http://www.ombudsman.ie)

### Examination of your complaint

A caseworker in our office is considering your complaint. If your complaint appears straightforward, we may ask the public service provider you complained about for a report on your complaint. We may ask it for your case file. If we do this it should reply to us within three weeks.

We will consider the information the service provider sends us about your case. If we can make a decision on your complaint after this, we will. We will write to you and tell you our decision and how we reached it.

If your complaint is more complex, we may need to get further information from you and from the public service provider. We may also need to examine files from the service provider or meet with the staff involved.

You can send additional relevant information, views and comments while the examination is being carried out, and we will consider these. When we have finished examining your complaint, we will write to you and tell you our decision and how we reached it.

### Keeping in contact

We will try to complete the examination of your complaint within three to six months. If your case is more complicated, it might take us longer. We will keep you updated on what is happening with your complaint. You are also welcome to call or write to us at any time to find out what is happening.

### Decision on your complaint

The Ombudsman generally upholds 15-20% of complaints. A further 25-30% of complainants get some form of assistance from making a complaint to the Ombudsman. If we find in your favour, we may recommend to the service provider that they take action to put things right. Sometimes we find that an apology and an explanation from the service provider are sufficient.

In exceptional cases, we recommend financial recognition of the time and trouble taken in making and pursuing a complaint. We cannot make public service providers accept our recommendations. In most cases, however, they will accept them.

In many cases we find that the service provider has acted correctly. If this is the case then we will tell you and explain why we decided this.

### Reviewing the Ombudsman's decision

The Ombudsman's decision completes our examination of your complaint. In certain limited circumstances we may review a decision where new evidence has come to light or there is evidence of a failure on our part. We will not review a case simply because you disagree with our decision.

Any requests for reviews must be submitted within one month of receiving our decision letter using the appropriate form.

Review requests can be sent to:  
The Review Manager  
Office of the Ombudsman  
18 Lower Leeson Street  
Dublin 2, D02 HE97

Email your review request to [review@ombudsman.ie](mailto:review@ombudsman.ie)

### Making sure we provide you with a quality service

We are interested in improving our service. When your case has been completed, we may ask you how you think we dealt with your complaint. We welcome your comments, at any time, about the way we have treated you.

You can find further details of what we do on our website:

[www.ombudsman.ie](http://www.ombudsman.ie)