

Making complaints drive improvements



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- We examine complaints about public services delivered by most public bodies including government, local authorities, the HSE and private nursing homes
- We help to improve public services through examining individual complaints and investigations of systemic issues
- We help the service provider to improve its processes and procedures when problems are uncovered



Peter Tyndall, Ombudsman

Complaints received



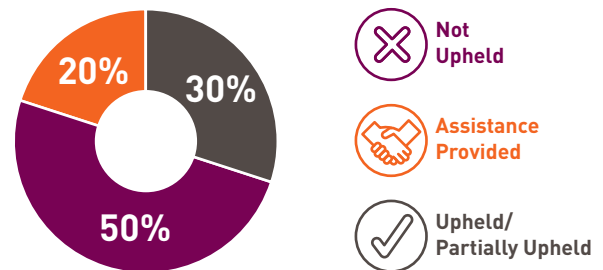
Complaints completed



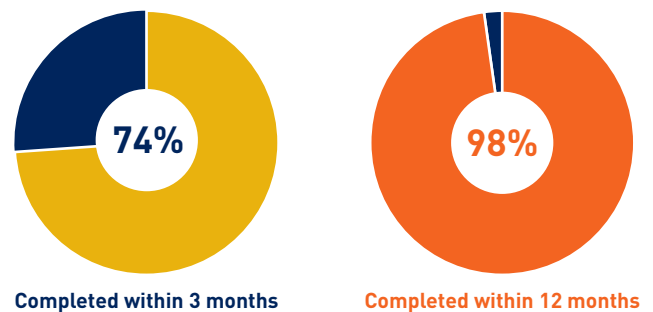
Complaints received by sector



Outcome of complaints



Time taken to examine cases



883
Complaints outside remit signposted to the correct complaint handler



2,170
Enquiries responded to

Driving systemic improvements

Systemic improvement can result from individual complaints or 'own initiative' investigations:

Fair Recovery report

A report about how the Dept. of Employment Affairs and Social Protection recovered overpayments it made to social welfare recipients. It resulted in repayments to individuals and systemic improvements

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Agriculture

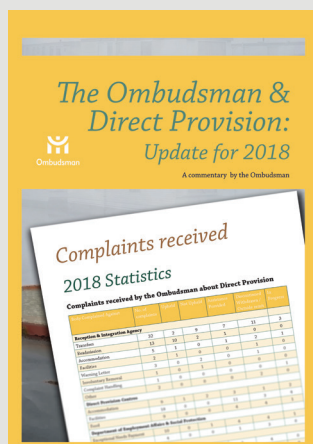
Two individual complaints about the Dept. of Agriculture, Food and the Marine resulted in benefits for applicants for the Rural Protection Programme and Young Farmers Capital Investment scheme

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Direct Provision commentary 2018:

An annual commentary by the Ombudsman about complaints resolved from those in direct provision

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Case Studies

- Elderly man's housing grant incorrectly reduced by Council (Page 30)
- Registration system could not record location of woman's home birth (Page 29)
- Woman receives almost €20,000 after delay in awarding Carer's Allowance (Page 36)
- €3,500 laundry charges wrongly charged to man in a nursing home (Page 34)

More Case Studies in Chapter 4 of the annual report (Page 27)

To make a complaint to the Ombudsman:

First make a complaint to the public service provider. If you are not happy with its response you can make a complaint to us online at:

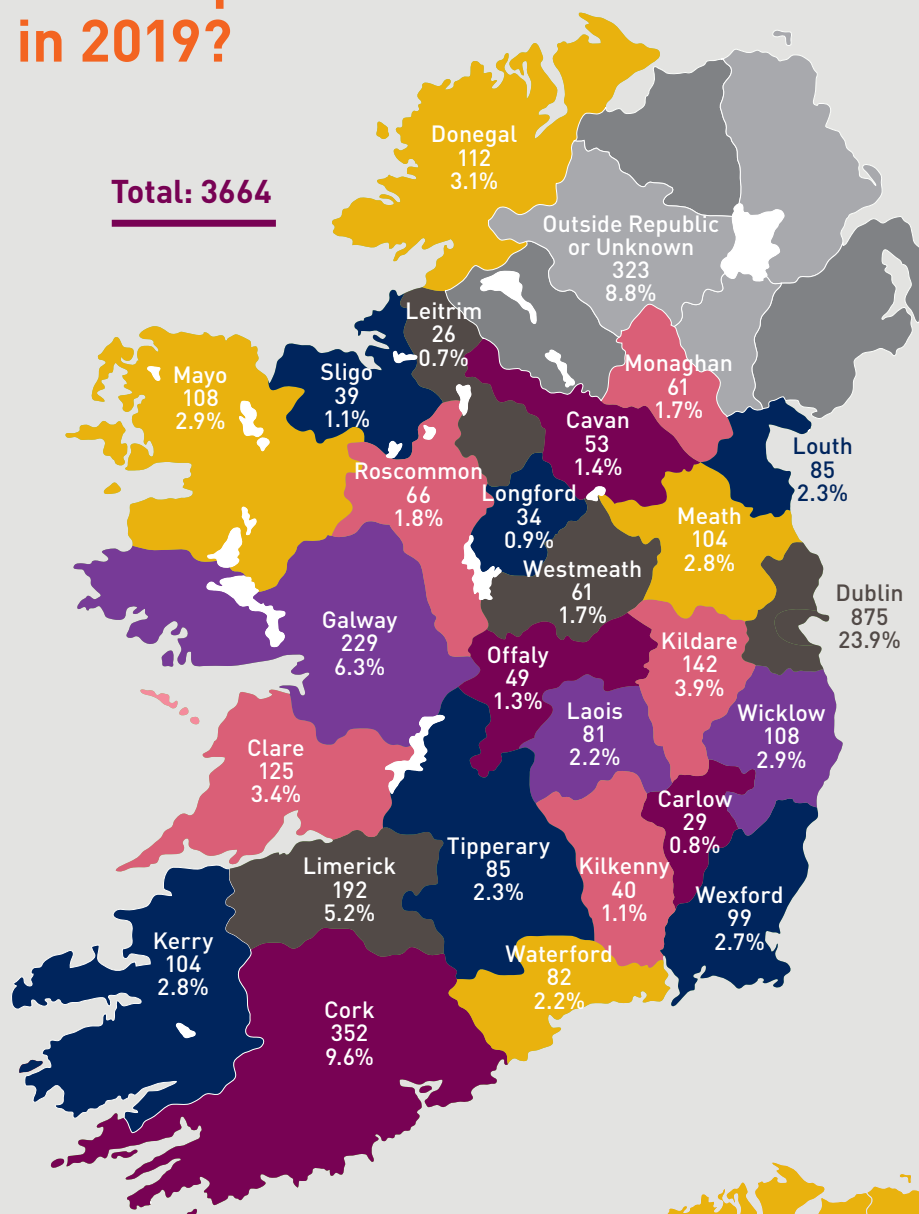
www.ombudsman.ie

A complete copy of the Ombudsman's Annual Report 2019 is available at

www.ombudsman.ie

Address: 6 Earlsfort Terrace Dublin 2
Tel: 01 639 5600 | **Email:** info@ombudsman.ie
Web: www.ombudsman.ie
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Where did the complaints come from in 2019?



Outreach: Bringing our services to the regions

- **Clare Outreach Event:** Included a day taking complaints from the public, a conference for local public representatives and officials, meetings with local public service providers, and a training session for staff of Clare Citizens Information Centres
- 35 visits to Citizens Information Centres in **Cork, Galway and Limerick** taking over **154 complaints** and providing advice to the public
- Participation in exhibitions in **Dublin** and **Galway**

