



Strategic Plan 2016–2018



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Niall Muldoon
Ombudsman for Children



Message from Niall Muldoon, Ombudsman for Children

I am the Ombudsman for Children in Ireland. It is an important role and I'm committed to working to ensure that children and young people's views are taken into account and their best interests are fully considered when decisions that impact on their lives are being made.

This Strategic Plan is important because it sets out what the OCO team and I hope to achieve over the next three years. My thanks are due to all those who helped us shape this Plan and to the many children and young people whose engagement with this Office over the years has been, and continues to be, an invaluable source of learning.

At the OCO we are keen to work with others to ensure that all children and young people in Ireland can enjoy their rights and fulfill their individual potential. We will monitor our progress as we proceed and ensure that the experiences and perspectives of children and young people inform our work.

Please do contact us if you share our ambition, we would be delighted to hear from you.

Thanks for taking an interest in our work.

Niall Muldoon



OCO's Vision

We want to see an Ireland where all children and young people are actively heard and respected so that they experience safe, fulfilling and happy everyday lives.

We will use our independence and powers to the fullest extent to bring this about.



OCO's Values

These are the things that drive us as a team and make us who we are:

Compassionate — we care about children and young people and want to see their lives improved.

Independent — our independence is important so we can say the things that need to be said and hold public organisations to account.

Accessible — we are open to listening to children and young people and the adults who care and work with them.

Authoritative — when we speak out on behalf of children and young people we do so in a confident way informed by our research and backed up by the law that created the OCO.

Innovative — we are creative thinkers and are interested in promoting new ways of working with and for children and young people.

Transparent — we want everything we do to be open and easily understood so we can be held to account for the work we do.

This means that as a team we are committed to providing a high quality professional service and will, at all times treat you politely, respectfully and with dignity.

Ombudsman for Children's Office (OCO)

Niall Muldoon was appointed Ombudsman for Children by President Michael D Higgins on 17 February 2015.

The Ombudsman for Children's Office (OCO) is an independent office. The OCO was set up under a law called the Ombudsman for Children Act 2002.

Under this law, the Ombudsman for Children has two main roles:

- 1 to deal with complaints made by or for children and young people about the actions of public organisations.
- 2 to promote the rights and welfare of children and young people under 18 years old living in Ireland.



The OCO's work to promote children's rights and welfare includes:

- finding out what children and young people are concerned about and highlighting their opinions to the Government and other people who make decisions that affect them;
- supporting people, including children and young people, to find out about children's rights and how those rights can be respected, protected and made real;
- giving advice to the Government and others to help make sure laws and plans affecting children and young people respect children's rights;
- encouraging public organisations to work in ways that promote children and young people's rights and welfare; and
- carrying out or commissioning research to get a better understanding of issues that are important in children and young people's lives.

More information about the OCO's work is on our website, www.oco.ie

Children and young people can find out more about children's rights and the UN Convention on the Rights of the Child on our It's Your Right website, www.itsyourright.ie

The United Nations Convention on the Rights of the Child (UNCRC)

The Ombudsman for Children Act 2002 says that the OCO must promote awareness of children's rights, including the United Nations Convention on the Rights of the Child (UNCRC).

In 1989, the United Nations General Assembly adopted the Convention on the Rights of the Child. The UNCRC outlines how children, all over the world, should be treated and the rights that every child and young person under the age of 18 has. Ireland signed up to the UNCRC in 1992. In doing so, Ireland made a commitment under international law to respect, protect and fulfill children's rights as set out in the Convention.

The UNCRC is among the international, European and national agreements and laws that the OCO works with to develop understanding of:

- what children's rights mean;
- what rights children have;
- how children's rights relate to children and young people's lives in Ireland;
- how children's rights can be made real through laws, plans, actions and decisions that affect children and young people;
- the various roles that different people can play to give meaning to children's rights in children and young people's everyday lives.

In February 2016 the UN Committee on the Rights of the Child published their *Concluding Observations* on Ireland's record on children's rights. This is a helpful reminder that whilst Ireland has made some progress there is still much to achieve for children and young people.

Respecting the Views of Children and Young People

Since the OCO was first set up in 2004, we have heard, taken on board and highlighted the views and concerns of thousands of children and young people in Ireland. We are committed to continuing and developing this work into the future.

Given the considerable diversity of children and young people that we engage with, we understand that the issues they are concerned about are many and wide-ranging. They have shared their experiences, views, ideas and concerns with us about many things over the years, including issues relating to education; healthcare; housing and homelessness; alternative care; youth justice; child safety; equality for and among children; identity; freedom of expression and respect for children's views when decisions are being made that affect them.

Every contact we have with children and young people has the potential to broaden, deepen and diversify our understanding of the issues that matter to them. So, over the next three years, we will continue to invite children and young people to share their views and ideas as we work to deliver on the priorities we have set.

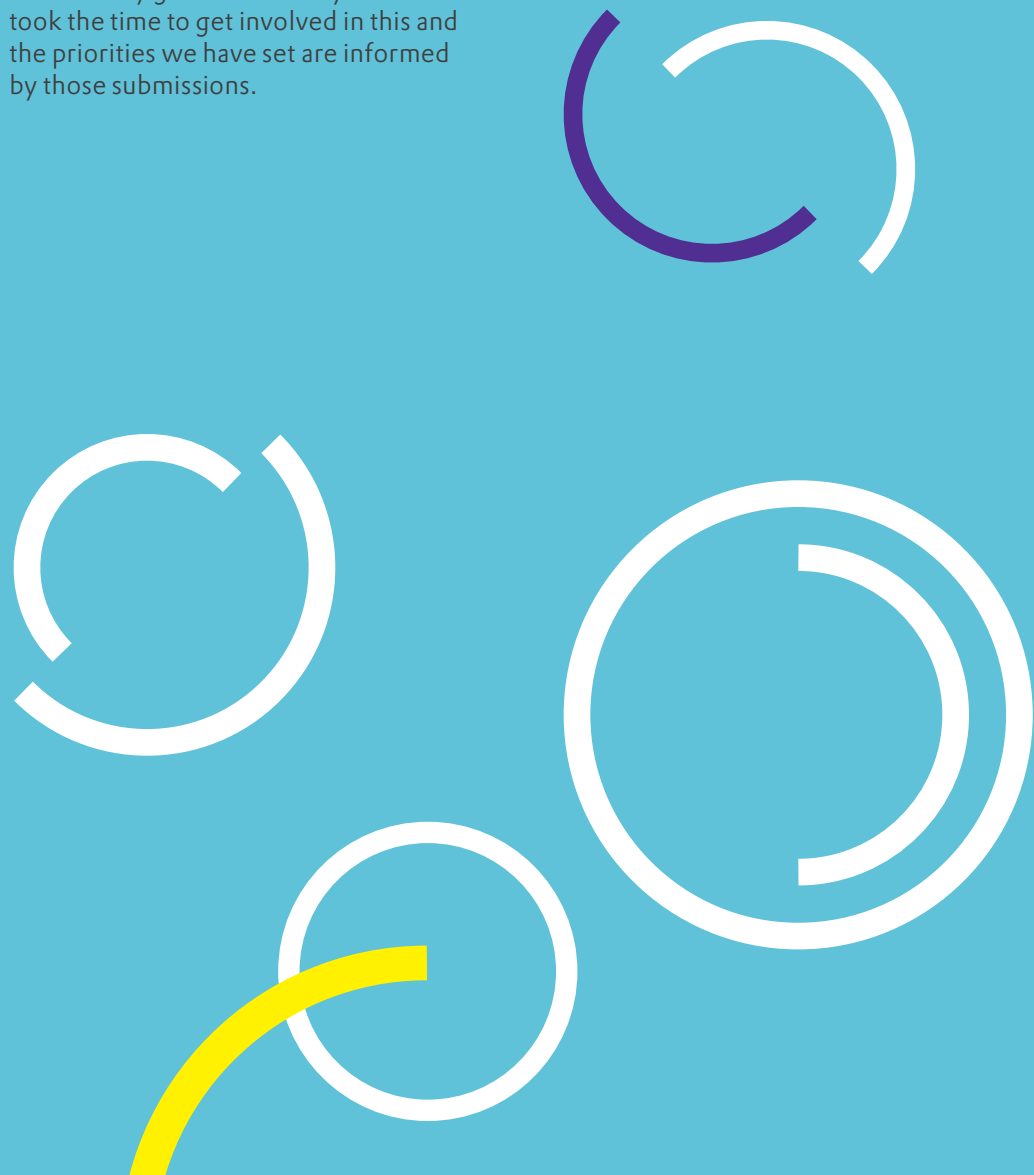
Our approach to gathering those views and ideas will be agile, and informed by a range of factors, including the many barriers that certain groups of children face to the realisation of their rights; our awareness of work being undertaken by other agencies and organisations; *and* developments around legislation and public policy at international, European and national level.

We will also build strongly on our role to encourage and support others to develop law, policy, procedure and practice that promote and provide effectively for children and young people's right to be heard and to have their views taken into account.

Key Issues from our Stakeholders

To help shape this Plan we spoke to many individuals and organisations about OCO's role and how we should prioritise our work. We also received some really helpful suggestions from our online *Have Your Say!* consultation.

We are very grateful to everyone who took the time to get involved in this and the priorities we have set are informed by those submissions.



Three-Year Strategic Plan 2016–2018

This plan outlines our 3 main objectives and the key areas of activity we will pursue to achieve them. In holding public organisations to account we will use the powers we have in law and utilise EU and UN mechanisms as appropriate.



Objective 1

We will increase awareness of children and young people's rights, the UNCRC and the role of OCO

ACTIONS

1.1 We will develop and implement initiatives to increase awareness among public organisations, members of the public and children and young people of the OCO's role, children's rights, and issues that children and young people are concerned about.

1.2 We will prepare and publish briefings on thematic issues affecting children and young people in order to promote children and young people's rights and to support learning and good practices by public organisations.

1.3 We will integrate child rights impact assessments, as relevant and appropriate, into our publications with a view to strengthening understanding among public organisations of the importance of respecting and promoting children's rights.



Objective 2

We will work to build capacity among public organisations whose work impacts on children and young people to develop and implement a child rights based approach to their practice

ACTIONS

2.1 We will promote and support good practices in complaint handling affecting children and young people, starting with education providers.

2.2 We will support capacity building among relevant public organisations to implement policies, procedures and practices that are consistent with child-friendly public administration.

2.3 We will work with others to encourage and support safe and effective participation in social and digital media by children and young people.



Objective 3

We will influence positive change for and with children and young people in Ireland

ACTIONS

3.1 We will explore and advise Government on the merits of introducing legislation that would allow public organisations to make an apology and, with that, support the early resolution of complaints made by or on behalf of children and young people.

3.2 We will pursue the progressive realisation of rights of vulnerable groups of children and young people, in particular children with disabilities, children experiencing mental health issues and homeless children.

3.3 We will impress upon Government the importance of ensuring that child protection services are effective and robust for all children.

How we will keep things on track

We will manage our budget and resources efficiently and effectively to support delivery of our Strategic Plan.

We will invest in our staff by ensuring that everyone has the required skills, knowledge and support to complete their work plans and therefore contribute to the delivery of our Strategic Plan.

Each year our Annual Business Plan will focus on delivery, ensuring that we keep on track to deliver on our commitments. Every member of the team at the OCO will have an individual work plan so that we can all see how our various roles contribute to improving things for children and young people in Ireland.

We will monitor our progress as a Team and our Senior Management Team will be reviewing it quarterly. Niall will then tell everyone how well we are doing in the Annual Report, which he is required to publish by the law that created the OCO.

How to get in touch with Niall and the OCO Team

This is an exciting and challenging time for children's rights in Ireland. There is so much still to achieve which is why we remain as keen as ever to hear from children and young people and the adults who care for, support or provide services to them.

For all general enquires:

Telephone: 01 865 6800

Email: oco@oco.ie

Website: www.oco.ie

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

If you need information about making a complaint:

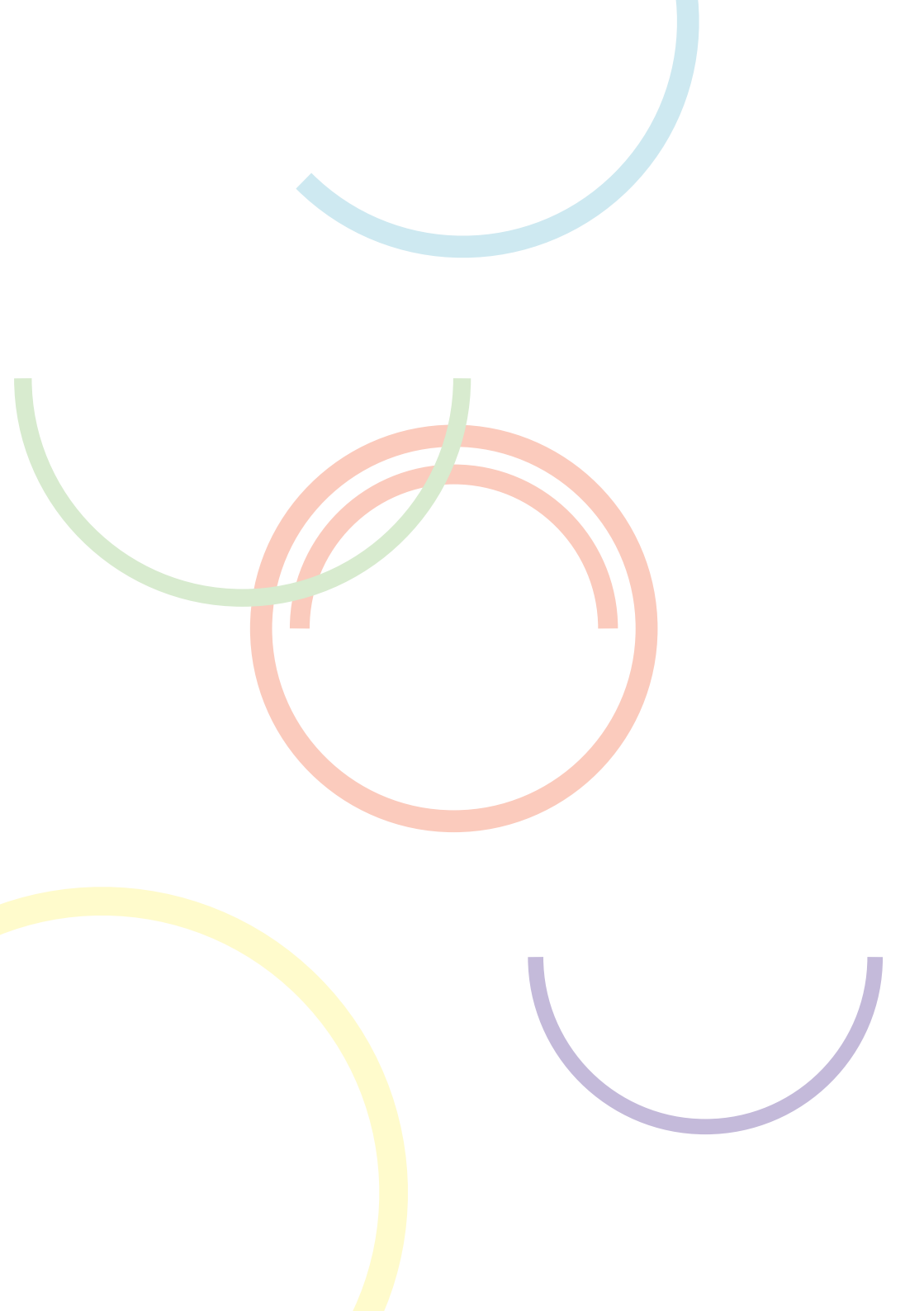
Freephone: 1800 20 20 40

Or you can email the complaints team:
ococomplaint@oco.ie

Visit our website for more information on the type of complaints we can help with: www.oco.ie/complaints/

To learn more about children's rights:

Visit our **It's Your Right** website:
www.itsyourright.ie





Plean Straitéiseach 2016–2018



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**Plean
Straitéiseach
2016–2018**



Niall Muldoon
An tOmbudsman do Leanaí



Teachtaireacht ó Niall Muldoon, An tOmbudsman do Leanaí

Is mise an tOmbudsman do Leanaí in Éirinn. Ról tábhachtach is ea an ról seo agus táimse ar mo thréandícheall a chinntiú go n-éistear le tuairimí leanaí agus daoine óga agus go mbítear ag féachaint lena leas is fearr a bhaint amach tráth a bhfuil cinntí á ndéanamh a mbeidh tionchar acu ar shaol na leanaí agus na ndaoine óga sin.

Tá an Plean Straitéiseach seo tábhachtach sa mhéid go sonraítear ann na nithe a bhfuil sé beartaithe ag foireann OCO a bhaint amach sa tréimhse trí bliana amach romhainn. Gabhaim buíochas le gach duine a chuidigh linn an Plean seo a cheapadh agus leis na leanaí agus daoine óga go léir a bhí i dteagmháil leis an Oifig seo thar na blianta, agus a bhíonn i dteagmháil linn i gcónaí – tá a lán foghlamtha againn uaibh.

Tá gach duine san OCO cíocrach a bheith ag obair le daoine eile chun a chinntiú go mbeidh leanaí agus daoine óga in Éirinn in ann a gcearta agus barr a gcumais a bhaint amach. Déanfaimid monatóireacht ar ár ndul chun cinn agus cinnteoidimid go mbeidh taithí agus dearcthaí leanaí agus daoine óga mar bhonn eolais a stiúirfidh ár gcuid oibre.

Téigh i dteagmháil linn agus fáilte má aontaíonn tú lenár bhfís, ba bhreá linn do thuairimí a chloisteáil.

Go raibh maith agat as spéis a léiriú inár gcuid oibre.

Niall Muldoon



Fís OCO

Ba mhaith linn go mbeadh Éire ina tír ina n-éistear le leanaí agus daoine óga agus ina léirítear meas orthu ionas go mbeidh siad in ann saol a chaitheamh atá sábhailte, sásúil agus sona.

Bainfidimid leas ar ár neamhspleáchas agus as ár gcumhachtaí a mhéid agus is féidir chun an fhís sin a réadú.

Luachanna OCO

Seo a leanas na luachanna a stiúránn obair fhoireann na hoifige agus a shainíonn cé muid:

Comhbháich — is cúis linn cúram leanaí agus daoine óga agus ba mhaith linn go mbeadh feabhas ag teacht i gcónaí ar a saol.

Neamhspleách — tá ár neamhspleáchas tábhachtach ionas gur féidir linn nithe a rá ar ghá iad a rá agus eagraíochtaí poiblí a choinneáil cuntasach.

Inrochtana — táimid lánsásta éisteacht le leanaí agus daoine óga chomh maith le daoine fásta a dhéanann cúram de na leanaí agus daoine óga sin agus a oibríonn leo.

Údarásach — labhraímid amach thar ceann leanaí agus daoine óga ar bhealach muiníneach, agus taighde chomh maith leis na dlíthe trínar cruthaíodh OCO mar bhonn eolais leis an méid atá le rá againn.

Nuálach — is smaointeoirí cruthaitheacha muid agus tá suim againn bealaí nua a chur chun cinn a bheith ag obair le leanaí agus daoine óga.

Trédhearcach — ba mhaith linn go mbeadh gach rud oscailte agus éasca le tuiscint agus mar sin is féidir muidne a choinneáil cuntasach san obair a dhéanaimid.

Ciallaíonn sé seo go bhfuilimid dícheallach mar fhoireann seirbhís ghairmiúil ardchaighdeán a sholáthar agus caithfidimid leat i gcónaí go béasach, le meas agus le dínit.

Oifig an Ombudsman do Leanaí (OCO)

Cheap an tUachtarán, Michael D Higgins, Niall Muldoon ina Ombudsman do Leanaí an 17 Feabhra 2015.

Is oifig neamhspleách í Oifig an Ombudsman do Leanaí (OCO). Bunaíodh OCO faoin Acht um Ombudsman do Leanaí 2002.

Faoin dlí seo, tá dhá phríomhról ag an Ombudsman do Leanaí:

- 1 Déileáil le gearáin arna ndéanamh ag leanaí agus daoine óga faoi ghníomhartha eagraíochtaí poiblí.
- 2 Cearta agus leas leanaí agus daoine óga faoi bhun 18 mbliana d'aois, agus atá ina gcónaí in Éirinn, a chur chun cinn.

Áirítear san obair a dhéanann OCO chun cearta agus leas leanaí a chur chun cinn na nithe seo a leanas:

- A fháil amach cad iad na cúiseanna imní atá ag leanaí agus daoine óga agus a dtuairimí a chur in iúl don Rialtas agus do dhaoine eile a dhéanann cinntí a théann i bhfeidhm orthu;
- Tacú le daoine, leanaí agus daoine óga san áireamh, chun a fháil amach faoi chearta leanaí agus conas is féidir meas a léiriú ar na cearta sin, iad a chosaint agus iad a fhíorú;
- Comhairle a chur ar an Rialtas agus ar dhaoine eile chun deimhin a dhéanamh de go n-urramítear cearta leanaí sna dlíthe agus pleananna a théann i bhfeidhm orthu;
- Tathant ar eagraíochtaí poiblí obair ar bhealaí a chuireann cearta leanaí agus daoine óga chun cinn; agus
- Taighde a dhéanamh nó a choimisiúnú chun tuiscint níos fearr a fháil ar shaincheisteanna atá tábhachtach do leanaí agus daoine óga ina saol.

Tá tuilleadh eolais faoi obair OCO le fáil ar ár suíomh gréasáin, www.oco.ie

Féadfaidh leanaí agus daoine óga tuilleadh eolais a fháil faoi chearta leanaí agus Coinbhinsiún na Náisiún Aontaithe um Chearta an Linbh ar ár suíomh gréasáin *It's Your Right* www.itsyourright.ie

Coinbhinsiún na Náisiún Aontaithe um Chearta an Linbh (UNCRC)

Dar leis an Acht um Ombudsman do Leanaí 2002 ní foláir don OCO feasacht a spreagadh faoi chearta leanaí, lena n-áirítear Coinbhinsiún na Náisiún Aontaithe um Chearta an Linbh (UNCRC).

Sa bhliain 1989, ghlac Comhthionól Ginearálta na Náisiún Aontaithe le Coinbhinsiún na Náisiún Aontaithe um Chearta an Linbh. Sonraítear in UNCRC conas is cóir caitheamh le leanaí, ar fud an domhain, agus cad iad na cearta a bhfuil gach leanbh agus duine óg faoi bhun aois 18 ina dteideal. Shínigh Éire tar éis gealltanais a thabhairt faoin dlí idirnáisiúnta, cearta leanaí a urramú, a chosaint agus a chomhlíonadh, mar atá leagtha amach sa Choinbhinsiún.

Tá UNCRC ar cheann de na comhaontuithe agus dlíthe idirnáisiúnta, Eorpacha agus náisiúnta a mbíonn OCO ag obair leo chun tuiscint a fhorbairt i leith na nithe seo a leanas:

- Cad is brí le cearta leanaí;
- Cad iad na cearta atá ag leanaí;
- Cén bhaint atá ag cearta leanaí le saol leanaí agus daoine óga in Éirinn;
- Conas is féidir cearta leanaí a fhíorú trí dhlíthe, pleananna, gníomhartha agus cinntí a théann i bhfeidhm ar leanaí agus daoine óga;
- Na róil éagsúla atá ag daoine éagsúla a mbíonn baint acu le cearta leanaí agus daoine óga ina saol laethúil.

I mí Feabhra 2016 d'fhoilsigh Coiste na Náisiún Aontaithe um Chearta an Linbh *Tuairimí Deiridh* maidir le taifead na Éireann ó thaobh cearta leanaí de. Is meabhrúchán cuiditheach é seo go bhfuil a lán fós le baint amach ag Éirinn ar son leanaí agus daoine óga, cé go bhfuil dul chun cinn áirithe déanta.

Meas a léiriú ar Thuairimí Leanaí agus Daoine Óga

Ó céadbhunaíodh OCO sa bhliain 2004, táimid tar éis éisteacht go cúramach le tuairimí agus cúiseanna imní leanaí agus daoine óga in Éirinn. Táimid ar ár lándícheall leanúint leis an obair seo.

I bhfianaise ilchineálacht na leanaí agus na ndaoine óga a mbímid ag obair leo, bímid ar an eolas faoi na saincheisteanna a bhíonn ag cur as dóibh agus tuigimid go bhfuil siadsan iomadúil agus fadréimseach. Tá siad tar éis a dtaithí, a dtuairimí, a smaointe agus a gcúiseanna imní a cur in iúl dúinn faoi nithe iomadúla thar na blianta, mar shampla nithe a bhaineann le hoideachas; cúram sláinte; tithíocht agus easpa dídine; ceartas i leith an aosa óig; sábháilteacht leanaí; comhionannas le haghaidh leanaí agus i measc leanaí; féiniúlacht; sairse tuairimíochta agus meas ar thuairimí leanaí tráth a bhfuil cinntí á ndéanamh faoi nithe a théann i bhfeidhm orthu.

I ngach teagmháil a bhíonn againn le leanaí agus daoine óga is féidir linn cur leis an tuiscint atá againn ar na saincheisteanna is cúis leosan. Dá bhrí sin, thar an gcéad trí bliana eile, leanfaimid orainn ag iarraidh ar leanaí agus daoine óga a dtuairimí agus a smaointe a roinnt linn agus beidh muidne ar ár ndícheall na tosaíochtaí a chuireamar romhainn féin a bhaint amach.

Sa chur chuige i leith bhailiú na dtuairimí sin, beimid luafar, agus cuirfimid raon gnéithe éagsúla san áireamh, mar shampla na constaicí iomadúla a mbíonn ar ghrúpaí áirithe leanaí iad a shárú chun a gcearta a fhíorú; ár bhfeasacht faoin obair atá idir lámha ag gníomhaireachtaí agus eagraíochtaí eile; agus forbairtí bunaithe ar na reachtaíocht agus ar an mbeartas poiblí ag an leibhéal idirnáisiúnta, Eorpach agus náisiúnta.

Tógfaimid freisin ar ár ról chun daoine eile a spreagadh agus cuidiú leo dlíthe, beartas agus cleachtas a fhorbairt a chuireann chun cinn cearta leanaí agus daoine óga agus a sholáthraíonn go héifeachtach dóibhsean ionas gur féidir éisteacht lena dtuairimí agus na tuairimí sin a chur san áireamh.

Príomh-shaincheistean ónár bPáirtithe Leasmhara

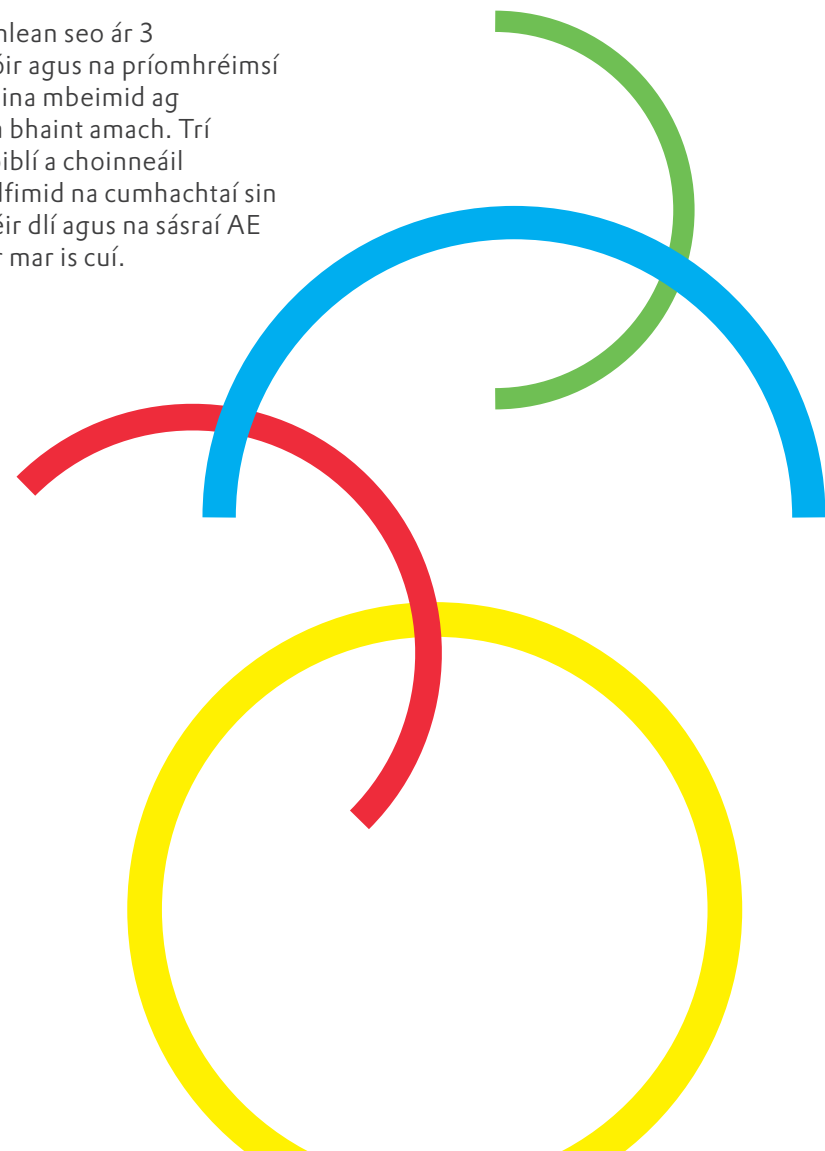
Chun cuidiú linn an Plean seo a mhúnlú labhraíomar le daoine agus eagraíochtaí iomadúla faoi ról OCO agus faoin gcaoi ar chóir dúinn tosaíochtaí a shocrú inár gcuid oibre. Chomh maith leis sin, fuair eamar roinnt moltaí thar a bheith cuiditheach ónár gcomhairliúchán ar *Have Your Say!*

Táimid thar a bheith de gach duine a chaith an dua le páirt a ghlacadh sa phróiseas seo agus chuireamar na haigneachtaí sin san áireamh agus ár dtosaíochtaí á socrú againn.



Plean Straitéiseach Trí Bliana 2016–2018

Sonraítear sa phlean seo ár 3 príomhchsupóir agus na príomhréimsí gníomhaíochta ina mbeimid ag obair chun iad a bhaint amach. Trí eagraíochtaí poiblí a choinneáil cuntasach úsáidfimid na cumhachtaí sin atá againn de réir dlí agus na sásraí AE agus NA de réir mar is cuí.



Cuspóir 1

Cothóimid feasacht i ndáil le cearta leanaí agus daoine óga, UNCRC agus ról OCO

GNÍOMHARTHA

1.1 Forbróimid agus feidhmeoidimid tionscnaimh chun feasacht a spreagadh i measc eagraíochtaí poiblí, bhaill an phobail agus leanaí agus daoine óga faoi ról OCO, faoi chearta leanaí agus faoi saincheistanna ar cúiseanna imní iad do leanaí agus daoine óga iad féin.

1.2 Ullmhóimid agus foilseoidimid bileoga faisnéise ar shaincheistanna téamacha a théann i bhfeidhm ar leanaí agus daoine óga d'fhonn cearta leanaí agus daoine óga a chur chun cinn agus tacú leis an bhfoghlaim agus leis an dea-chleachtas ag eagraíochtaí poiblí.

1.3 Déanfaimid measúnachtaí tionchair maidir le cearta leanaí a chomhshnaidhmeadh, de réir mar is cuí, lenár bhfoilseacháin ag féachaint le daingniú a dhéanamh ar thuiscint i measc eagraíochtaí poiblí ar an tábhacht a bhaineann le meas a léiriú ar chearta leanaí.

Cuspóir 2

Oibreoidimid chun acmhainneacht a chothú i measc na n-eagraíochtaí poiblí sin a dtéann a gcuid oibre i bhfeidhm ar leanaí agus ar dhaoine óga chun cur chuige ceartabhunaithe a chothú i leith cearta leanaí ina gcleachtais

GNÍOMHARTHA

2.1 Déanfaimid dea-chleachtais a chothú agus tacóimid leo sa láimhseáil a dheantar ar ghearáin maidir le nithe a théann i bhfeidhm ar leanaí agus daoine óga, ag tosú leis na soláthraithe oideachais.

2.2 Cuideoimid acmhainn na n-eagraíochtaí poiblí a fhorbairt ó thaobh beartais, gnáthaimh agus cleachtais a chur i bhfeidhm atá de réir riarachán poiblí a thacaíonn le leanaí.

2.3 Oibreoidimid i gcomhar le daoine eile chun rannpháirtíocht shábháilte éifeachtach leanaí agus daoine óga a chothú sna meáin shóisialta agus dhigiteacha.

Cuspóir 3

Imreoidimid tíochar ar an athrú dearfach do leanaí agus daoine óga in Éirinn

GNÍOMHARTHA

3.1 Déanfaimid iniúchadh ar an bhfiúntas a bhaineann le reachtaíocht áirithe a thabhairt isteach agus cuirfimid comhairle ar an Rialtas faoi, ar reachtaíocht í a chuideodh le heagraíochtaí poiblí leithscéal a ghabháil agus, dá réir sin, iarracht réiteach luath a fháil ar ghearáin a dhéanann leanaí agus daoine óga, nó a dhéantar ar a son.

3.2 Féachfaimid le réadú forásach cearta grúpaí leochaileacha leanaí agus daoine óga a bhaint amach, go háirithe leanaí faoi mhíchumas, leanaí a bhfuil fadhbanna meabhairshláinte acu agus leanaí gan dídean.

3.3 Cuirfimid ina luí ar an Rialtas go bhfuil tábhacht ar leith ag baint lena chinntiú go mbeadh seirbhísí cosanta leanaí ina seirbhísí éifeachtacha, stuama.

Conas a choinneoidh muid rudaí ag obair go mín réidh

Déanfaimid bainistiú ar ár mbuiséad agus ár n-acmhainní go héifeachtach chun tacú le cur i bhfeidhm ár bPlean Straitéisigh.

Infheisteoimid inár bhfoireann trína chinntiú go mbeidh na scileanna, an t-eolas agus an tacaíocht ar fáil dóibh go léir chun a bpleananna oibre a chur i gcrích agus ar an gcaoi sin cur le baint amach an Phlean Straitéisigh.

Gach bliain díreoidh ár bPlean Gnó Bliantúil ar sholáthar, ar a chinntiú go bhfuilimid ar sprioc ó thaobh bhaint amach ár ngealltanas de. Beidh plean oibre ar leithligh ag gach ball d'fhoireann OCO ionas go mbeimid in ann a fheiceáil conas mar a chuireann ár ról éagsúla le feabhas a chur ar an saol do leanaí agus daoine óga in Éirinn.

Déanfaimid monatóireacht ar ár ndul chun cinn mar Fhoireann agus beidh athbhreithniú á dhéanamh ag ár bhFoireann Ardbhainistíochta ar an dul chun cinn sin gach ráithe. Ansin cuirfidh Niall in úl do chách sa Tuarascáil Bhliantúil conas mar atá ag éirí linn – tuarascáil a bhfuil sé de dhualgas ar an OCO a chruthú agus a fhoilsiú, de réir dlí.

Conas dul i dteagmháil le Niall agus foireann OCO

Am spreagúil, dúshlánach é seo ó thaobh cearta leanaí in Éirinn. Tá a lán fós le baint amach agus dá bhrí sin táimid chomh tiomanta de is a bhí riamh tuairimí a fháil ó leanaí agus daoine óga nó ó dhaoine fásta a dhéanann cúram díobh, a thacaíonn leo nó a sholáthraíonn seirbhísí dóibh.

Le haghaidh fiosruithe ginearálta:

Teilefón: 01 865 6800

Ríomhphost: oco@oco.ie

Suíomh gréasáin: www.oco.ie

Oifig an Ombudsman do Leanaí
Teach na Mílaoise
52-56 Sráid na Trá Mhór
Baile Átha Cliath 1

Chun tuilleadh eolais a fháil faoi ghearán a dhéanamh:

Saorghlao: 1800 20 20 40

Nó is féidir leat ríomhphost a chur chuig an bhfoireann gearán:
ococomplaint@oco.ie

Téigh chuig ár suíomh gréasáin chun tuilleadh eolais a fháil faoin gcineál gearán ar féidir linn cuidiú leat leis www.oco.ie/complaints/

Chun tuilleadh eolais a fháil faoi chearta leanaí:

Téigh chuig ár suíomh gréasáin
It's Your Right: www.itsyourright.ie

