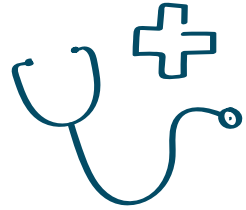


Making a complaint to the Ombudsman for Children's Office

Information for Children



ombudsman
do leanaí
for children

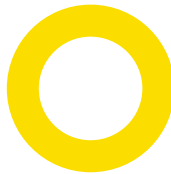


Who can I complain about?

We take complaints about organisations called public services. They provide services for children that the government pay for.

You can speak with us about problems you are having with your school, a hospital, health services, Tusla, and lots of other organisations that provide services for children.

Call us for free on 1800 20 20 40 or email ococomplaint@oco.ie to check if the organisation you want to complain about is on the list.



 @oco_ireland
 @OCOireland
 @ombudsmanforchildren

What can I complain about?

You can complain to us about things that have gone wrong with a public service. For example, you can complain to us if:

- You think that you haven't been treated fairly.
- If the public service didn't do what they were supposed to.
- If you weren't given reasons for decisions that the public service made.
- If you weren't given a service you were promised.
- If the public service did not tell you what was happening.

What can I not complain about?

The kinds of things you CAN'T complain to us about are:

- The way a private business, such as a shop, treats you.
- If adults such as teachers, social workers, or doctors aren't nice to you.
- Decisions made in court. But, if you are being held in a detention centre or special care, you can complain to us about your treatment there.
- Applications for Asylum. But you can complain to us about the centre where you live.



How do complaints work?

1

First you or your parents/ guardians should speak with the service to try and see if they can solve your complaint.

2

If it isn't fixed, you can write them a letter/email about your complaint.

3

If they get back to you and you're not happy, you can come to us and fill out a complaint form.

4

If we can look at your complaint, we will ask the service for their side of the story. If we think they have been unfair, we will ask them to fix it.

5

After this we would hope that your complaint is fixed for you and maybe other children. They might apologise and change the way they do things. We can also help them with how they should be doing things better.

We don't take sides. We try to find out what has happened, what can be done to fix it for you, or make sure it does not happen again to someone else.

How do I contact the office?



Email
ococomplaint@oco.ie

Our website has a complaint form you can complete: www.oco.ie

You can also find us on Instagram, Facebook and Twitter. If you contact us there, we will get back to you.



More information

There is a list of questions on our website that we often get asked when children contact us to make a complaint.



Freephone
1800 20 20 40



In Person & Post

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

What do you do with my information when I make a complaint?

We keep your information safe and only use it for the purpose of your complaint. You can find more about how we manage your information on our website at: www.oco.ie/privacy-and-cookies or just ask us.