

“ My job is to listen to you and take you seriously. This is one of the main reasons we were set up. If you’re unsure about anything, just chat to us. And remember, the complaints service is free and confidential. ”

Emily Logan

Ombudsman for Children



3 easy ways to tell us about your complaint

1 Freefone us on **1800 20 20 40**

2 Email us at **oco@oco.ie**

3 Write to us at **Ombudsman for Children’s Office, Millennium House, 52-56 Great Strand Street, Dublin 1.**



How to make a complaint

If you think you may have been treated unfairly, you can make a complaint to the OCO against a range of organisations and services funded by government. This is a free service.

INFORMATION FOR CHILDREN AND YOUNG PEOPLE

OCO would like to thank all the young people in the Irish Association of Young People in Care who helped us with these leaflets.



ombudsman
for children & young people

If you think you have a complaint,
please read on

Here at the Ombudsman for Children's Office (OCO) part of our job is to look into complaints that people have when they feel a child or young person may have been treated unfairly. Anyone can bring their complaint to the Ombudsman for Children and it will always be treated seriously. If you are a child or young person you can make a complaint yourself or ask an adult you trust or a family member to help you with it.

What to do if you have a complaint

Remember, before the OCO can look into a complaint it's important that the organisation or service has the chance to try to sort it out first. This means that you should first bring it to the people who you are complaining about. This gives them the chance to look into it. If after this, you are still not happy then you can make your complaint to the Ombudsman for Children.

When contacting us with a complaint it's useful to include the following information:

- a short explanation of the complaint (what it is that you are unhappy with);
- your contact details;
- the contact details of the organisation you are complaining about, if possible; and
- a description of the steps you have already taken to let them know about your complaint.

For information on
**WHAT HAPPENS WHEN
YOU MAKE A COMPLAINT,**
please contact us at
FREEPHONE 1800 20 20 40
or go to our website.

www.oco.ie

What we can do

The Ombudsman for Children has the power to look into complaints – this is written into our Irish laws. However, these laws make it clear that there are only certain kinds of complaints that we can look into. The Ombudsman for Children can look into complaints against a range of organisations funded by government (known as 'public bodies'), like a school, hospital, the HSE (Health Service Executive), County Council or one that provides a service to children and young people.

We can look into these kinds of complaints if we think that a child or young person may have been affected in some negative way by the actions of that organisation. If you're not sure if the organisation or service you're complaining about is a 'public body' like those mentioned above, just contact the Ombudsman for Children's Office (OCO) to find out.

When the OCO examines a complaint we try to find out if the organisation you're complaining about has followed its own rules and policies. We also look at whether those rules and policies are fair.



Emily Logan
Ombudsman for Children