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

©2023 would like to thank all the young people on the trail facility of Young People in Care who helped us with these materials.
If you think you have a complaint, please read on

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 those 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.

What we can do

Emily Logan
Ombudsman for Children