

Get Information

When you are speaking up for yourself or making a complaint it is important to have the right information. The organisations listed below provide information about services and supports for people with disability and how to complain if you are not satisfied with a service or support.

Citizens Information



Citizens Information Centres provide free independent information, advice and advocacy. There are 215 Citizens Information centres around the country.



You can check out all the main services and benefits for people with disabilities and find out about your local Citizens Information Centre on the Citizens Information website at www.citizensinformation.ie



The Citizens Information phone service is a nationwide service. You can phone them at 0761 07 4000



Courts Services

For information about the District
Court and other court services contact
the Courts Services at
15-24 Phoenix Street North,
Smithfield, Dublin 7 or visit their
website at www.courts.ie



You can telephone the Courts Service at 01 8886000.

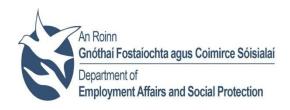


Department of Education and Skills

For services and information for adult learners and students visit the Department's website at https://www.education.ie/en/Learners/

For services and information for parents visit the Department's website at

https://www.education.ie/en/Parents/



Department of Employment Affairs and Social Protection

For information about employment supports, disability allowance and other benefits visit the Department's

Website at www.socialwelfare.ie



You can telephone the Department of Employment Affairs and Social Protection at 01 6732800, Monday to Friday 9.15am to 5pm.



You can email an appeal to swappeals@welfare.ie



Health Service Executive (HSE)

For information about HSE Disability
Services visit the Webpage at
www.hse.ie/eng/services/list/4/disability





To tell the HSE about your experience of a service or to make a complaint visit the HSE Your Service Your Say webpage at

www.hse.ie/services/your-serviceyour-say/make-a-commentcompliment-or-complaint.html

If your complaint is about the
HSE Assessment of Need visit the
HSE disability assessment webpage at
www.hse.ie/eng/services/list/4/disability/disabilityassessment/





We are a national organisation that provides information and can support people with intellectual disability to speak up for themselves.

Visit our website at www.InclusionIreland.ie



Visit our Connect Family Network webpage at

www.inclusionireland.ie/content/conn ect-family-network

for information for families, about services and supports,



Irish Human Rights and Equality Commission

The Irish Human Rights and Equality Commission provides information to the public in relation to human rights and equality.

For information about human rights and equality visit their website at www.ihrec.ie



Their Your Rights service provides information on your rights and the remedies available to you under equality and human rights law in Ireland.

You can telephone the Your Rights service at 01 890 245545



You can email the IHREC Your Rights service at YourRights@ihrec.ie



National Council for Special Education

The National Council for Special Education provides information and advice for parents of children with special education needs.

Their website is at www.ncse.ie



The National Council for Special Education offers support for parents through its network of Special Education Needs Officers (SENOs).

You can contact the SENO dealing with your area by email or phone.
The SENO contact list is available at https://ncse.ie/seno-contact-list

The Office of the Ombudsman



The Office of the Ombudsman can examine complaints from people who feel they have been unfairly treated by a public service provider.



They can examine complaints against most organisations that deliver public services. These include government departments, local authorities, the HSE, nursing homes and publicly funded third level education bodies.



The Office of the Ombudsman is at 18 Lower Leeson Street, Dublin 2, D02 HE97.

The Office of the Ombudsman is open Monday to Friday between 9.15am and 5.00pm



You can email the Office of the Ombudsman at

info@ombudsman.ie

If you need help to access the Ombudsman services, please email their Access Officer at accessofficer@ombudsman.ie



You can telephone The Office of the Ombudsman at 01 639 5600 or Lo-call 1890 22 30 30.

The Ombudsman for Children's Office



If you think a child has been treated unfairly by a public body or an organisation funded by the government, you can make a complaint to the Ombudsman for Children's Office.



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



You can email the Ombudsman for Children at oco@oco.ie



You can telephone the Ombudsman for Children Office at 1800 20 20 40



Workplace Relations Commission

The Workplace Relations Commission provides information about your rights under employment and equality legislation.

For information about complaints or disputes visit their website at www.workplacerelations.ie

You can contact their Information and Customer Services at

Information and Customer Services, Workplace Relations Commission, O'Brien Road, Carlow.

Or

Telephone the Workplace Relations Commission at 059 917 8990, Monday to Friday, 9.30am to 5pm.



