



## **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](http://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](http://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](http://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](mailto:swappeals@welfare.ie)



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## **Health Service Executive (HSE)**

For information about HSE Disability Services visit the Webpage at

[www.hse.ie/eng/services/list/4/disability](http://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-service-your-say/make-a-comment-compliment-or-complaint.html](http://www.hse.ie/services/your-service-your-say/make-a-comment-compliment-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/disability-assessment/](http://www.hse.ie/eng/services/list/4/disability/disability-assessment/)

## Inclusion Ireland



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](http://www.InclusionIreland.ie)



Visit our Connect Family Network webpage at [www.inclusionireland.ie/content/connect-family-network](http://www.inclusionireland.ie/content/connect-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](http://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](mailto: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](http://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](mailto:info@ombudsman.ie)

If you need help to access the Ombudsman services, please email their Access Officer at

[accessofficer@ombudsman.ie](mailto: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](mailto: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](http://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.