

Making a complaint to the Department of Employment Affairs and Social Protection.

You can complain in a number of ways.

Talk to a member of staff in an Intreo or Social Welfare Office.



You can write a letter directly to the office you are dealing with



You can phone the Department of Employment Affairs and Social Protection on (071) 919 3302



You can use this online [form](#) to make a complaint about a social welfare office or an Intreo office:





What happens to your complaint?

Within 3 days you should be told your complaint has been received.

Your complaint will be investigated and you will get a reply within 15 working days. If this is not possible, they will let you know.



If you are not happy with the reply, you can ask for a review. You need to tell them why you think it should be reviewed.

Your complaint will be reviewed within 20 working days.



Office of the Ombudsman
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If you are not happy with the result of the complaint you can contact the Office of the Ombudsman by telephone: 1890 223 030

Or by email: ombudsman@ombudsman.gov.ie



Advocacy supports

An independent advocate can help you make your complaint. They will meet you and make sure your voice is heard.



The National Advocacy Service for people with disabilities. Their number is 0761 07 3000