

Role of the Ombudsman

We hope to be able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint.

The best way to contact the Ombudsman is by:

- **Clicking on the 'Make A Complaint' link at www.ombudsman.ie**
- Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Calling the Ombudsman on 01 - 639 5600 if you have any queries.