

Office of the Ombudsman

If you are unhappy with our response to a complaint/appeal then you can make a complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use.

The best way to contact the Ombudsman is by:

- **Clicking on the 'Make A Complaint' link at www.ombudsman.ie**
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

Please note that the Ombudsman cannot investigate complaints about academic judgement. For more information on academic judgment please review the Ombudsman's factsheet on education services which is available on its website. You can also contact the Office of the Ombudsman.

Please note the Ombudsman process is not an appeal of a decision but an investigation of the administrative actions taken by our office in our interactions with you and in delivering the services we provide.