



Steven Condra [REDACTED]

Re: Complaint_Ref-(4779999), (Law Centre ref 4587315)

1 message

LAB Complaints <complaints@legalaidboard.ie>

To: [REDACTED]

27 August 2025 at 12:57

Dear Mr Condra,

I hope this email finds you well.

Please find attached Review Decision of Regional Manager, Catherine Fahy, in respect of the handling of your complaint.

I have also attached a further copy of our complaints procedures, previously send to you, where you will find further details should you be dissatisfied with the Review Decision.

Sincerely,

Christopher Flynn

p.s. Please note that the standard operating procedure in matters of this nature is for all communication to be in writing (email complaints@legalaidboard.ie), in order to ensure there is a clear record of the communication.

Please quote "Complaint_Ref-(4779999), (Law Centre ref 4587315)" in all correspondence to ensure information all details are placed on file.

Complaints Officer

An Bord Um Chúnamh Dlíthúil
Legal Aid Board

48/49 Sráid Brunswick Thuaidh, Lána Sheoirse, Baile Átha Cliath 7 - DX 1085 Na Ceithre Cúirteanna
48/49 North Brunswick Street, Georges Lane, Dublin 7 D07 PEOC - DX 1085 Four Courts

[✉ complaints@legalaidboard.ie](mailto:complaints@legalaidboard.ie)

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"Tá an t-eolas tarchurtha beartaithe don duine ná aonán amháin a seoladh an teachtaireacht chucu agus d'fhéadfadh ábhar rúnda agus/nó pribhléideach a bheith i gceist. Tá cosc ar atarchur, scaipeadh ná úsáid an eolais, ná beart ar bith a thógáil ag brath ar an eolas seo, ag daoine ná aonáin nach iad an faighteoir beartaithe. Más trí earráid go bhfuair tú an teachtaireacht seo, déan teagmháil leis an seoltóir le do thoil agus scrios an t-ábhar ó ríomhaire ar bith. Is é beartas an Bhoird um Chúnamh Dlíthíúil seoladh ábhair atá maslach a dhícheadú agus má mheasann tú go bhfuil an t-ábhar atá cuimsithe sa teachtaireacht maslach, ba chóir duit teagmháil láithreach a dhéanamh leis an seoltóir agus le postmaster@legalaidboard.ie".

2 attachments

25.08.27 Condra Review.docx
16K

Information Leaflet Customer Care and Complaints Procedure 2024.pdf
51K