



Steven Condra <stevencondra1971@gmail.com>

I sent this

3 messages

Steven Condra <stevencondra1971@gmail.com>

To: david.tang@ombudsman.ie

7 December 2024 at 07:05

Hi David, how are you keeping?

totally at a loss here David. I rushed a bit of a document I sent to the Teasachts office and the tanaiste, I wish I had sent it to you first now but what's done is done. I've attached a copy of the mail for you.

I'm also writing a much more comprehensive version, it's only the tip of the iceberg. I'd appreciate any thoughts, ideas or actions you can take based on this information and I'm happy to help in any way possible going forward.

Kind regards
Steven Condra

----- Forwarded message -----

From: <postmaster@oireachtas.ie>

To: <stevencondra1971@gmail.com>

Cc:

Bcc:

Date: Wed, 4 Dec 2024 07:44:20 +0000

Subject: Undeliverable: Please Help



Your message to Aodhan.ORiordain@oireachtas.ie couldn't be delivered.

[Aodhan.ORiordain wasn't found at oireachtas.ie.](#)

stevencondra1971

Action Required

Unknown To address

Office 365

Aodhan.ORiordain

Recipient

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook on the web, select this NDR, then select the link "**To send this message again, click here.**" Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click **Send**.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: [Fix email delivery issues for error code 5.1.10 in Office 365](#), and then send the message again. Retype the entire recipient address before selecting **Send**.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the [More Info for Email Admins](#)

section below.

Was this helpful? [Send feedback to Microsoft](#).

More Info for Email Admins

Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by Office 365 but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see [Fix email delivery issues for error code 5.1.10 in Office 365](#).

Original Message Details

Created Date: 12/4/2024 7:43:50 AM
 Sender Address: stevencondra1971@gmail.com
 Recipient Address: Aodhan.ORiordain@oireachtas.ie
 Subject: Please Help

Error Details

Error: 550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient Aodhan.ORiordain@oireachtas.ie not found by SMTP address lookup
 Message rejected by: VI0PR01MB11368.eurprd01.prod.exchangelabs.com

Notification Details

Sent by: VI0PR01MB11368.eurprd01.prod.exchangelabs.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	12/4/2024 7:44:01 AM		mail-ua1-f51.google.com	SMTP	11 sec
2	12/4/2024 7:44:01 AM	mail-ua1-f51.google.com	DU6PEPF0000A7E4.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384)	*
3	12/4/2024 7:44:02 AM	DU6PEPF0000A7E4.eurprd02.prod.outlook.com	DUZPR01CA0072.outlook.office365.com	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384)	1 sec
4	12/4/2024 7:44:02 AM	DUZPR01CA0072.eurprd01.prod.exchangelabs.com	VI0PR01MB11368.eurprd01.prod.exchangelabs.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_	*

Original Message Headers

Received: from DUZPR01CA0072.eurprd01.prod.exchangelabs.com (2603:10a6:10:3c2::10) by VIOPR01MB11368.eurprd01.prod.exchangelabs.com (2603:10a6:800:25d::14) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.8207.18; Wed, 4 Dec 2024 07:44:02 +0000

Received: from DU6PEPF0000A7E4.eurprd02.prod.outlook.com (2603:10a6:10:3c2::c8) by DUZPR01CA0072.outlook.office365.com (2603:10a6:10:3c2::10) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8207.19 via Frontend Transport; Wed, 4 Dec 2024 07:44:02 +0000

Authentication-Results: spf=pass (sender IP is 209.85.222.51) smtp.mailfrom=gmail.com; dkim=pass (signature was verified) header.d=gmail.com; dmarc=pass action=none header.from=gmail.com; compauth=pass reason=100

Received-SPF: Pass (protection.outlook.com: domain of gmail.com designates 209.85.222.51 as permitted sender) receiver=protection.outlook.com; client-ip=209.85.222.51; helo=mail-ua1-f51.google.com; pr=C

Received: from mail-ua1-f51.google.com (209.85.222.51) by DU6PEPF0000A7E4.mail.protection.outlook.com (10.167.8.43) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.8230.7 via Frontend Transport; Wed, 4 Dec 2024 07:44:01 +0000

Received: by mail-ua1-f51.google.com with SMTP id a1e0cc1a2514c-85bb7df782aso791024241.0; Tue, 03 Dec 2024 23:44:01 -0800 (PST)

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=gmail.com; s=20230601; t=1733298240; x=1733903040; darn=oireachtas.ie; h=to:subject:message-id:date:from:mime-version:from:to:cc:subject:date:message-id:reply-to; bh=q+ma00HUhBsHnYvd2ffjwHN8DhZkFqXMLJE9rSxWgk=; b=kU+vN4ISSZ+tHGxSYM9qHdvIYCxN9s/qbGyMoLpVSMvt louOexbegUgmx9I/MYN1z2 Ogg7PNZRimj9BXvktIBh+ieltSdU56kdsXD7E91CHZhvgAFQ0t1klPPYhXfd09xjkJ btz44+i0Vm+eerNxDB0pALF7BM8WHYyxxNMMLoShjc0qPngQ9eSegWRUCxVkkUS12fVN BRyZ806h1hpYzQq980MLnCbSPyANTtaUCbeiRvzSiSKTERP13Lg7TBL1P5NcAv/KzVLT gEEiepCLLvhLJKnlpCpKj1REzBhIrnvbPL70WthpthmqlMz41mt3h8z111XZdvL2A1A6 hToA==

X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=1e100.net; s=20230601; t=1733298240; x=1733903040; h=to:subject:message-id:date:from:mime-version:x-gm-message-state:from:to:cc:subject:date:message-id:reply-to; bh=q+ma00HUhBsHnYvd2ffjwHN8DhZkFqXMLJE9rSxWgk=; b=VTBveBe0MsR053PUm/oRvcM87Pykj180ds2rB5z6ucb8qG4ChxCoSRRx1MXNrong0B Gp6pL+SLHsK5wV4QvobK05KeGihCoGLUXdjt73fUp81RYarnSyS+012PF9FIJQ/2zCu QfUsaRW1h3jYtamZ0GRQVsHBPeH+CXLzTgRxoAMLhUSVu/zVDBI1LsK9HB1TPDaw16bu CaX+LoDes29tvE6hrUZ6cQ1cYMKdrQrTdw9sTyJQQXeVPIS3BeRMTRQu/pUYLK4+eS11 yNp1GJZK2QKIgARoR8nMowyb5Rexg0C2Xf3p3HTHnRCgHyPmLa7h8Sx3Kj1YEZzxuRQ qLnw==

X-Forwarded-Encrypted: i=1; AJvYCCU+tkf19VYL523Ekp8/TvDdJRVVSW/vhyOFJEP5X41Mzg0blxgREnNYYYQwDCRBZN/u7am8t51daWKFY=@oireachtas.ie, AJvYCCUU0ZEwt+wVQn7yhAgON/fLxrIdcVEWvKFLmj7ZPogEqwGwUkHmxH1UjCfxuhUpdBZQEBq2IRp9Dgac7o=@oireachtas.ie, AJvYCCUWE01HotZs3vTRISXH11aHBjAaf/AtoXujGptGwqLjDgemTW115TY5o9n2SNnR8Tx86E0BNbzp/gc=@oireachtas.ie, AJvYCCUxpWxrVeaWF9AMPT17fpWChcnb2m1gkQLsh7BsvkG+6VMBGNiKob/000xReT407nMSVT1E5TxDn+6ZykNz8=@oireachtas.ie, AJvYCCUdes3d3LpHVCbLyAJadfre+gWlwlw064INDz+Em7ZcF29fASUej1qA95od96+tyg8zEZ3vSbIggG6xGP1ka+/XHQ0=@oireachtas.ie, AJvYCCUui7PtE32M97WErqUU78PspdLsHXkhMfje1RcEvGcMekmSD3gFZ12GHigTX53vAog83UHQnaexy0f5M=@oireachtas.ie, AJvYCCUwnb0gjKFJcxPQiqwqfotEmoJgfqK/gmFcjKubvAzbKPSs5bFybkwF+AykdZdEDRN0uUEX9xdvVYXZKLA=@oireachtas.ie, AJvYCCUyIn55CYHaFsUnpbDafbUSEtapt30qVTQStn6VPFTTje/JhEghAGGL9al9ceit0o+saZKx6dzxAcMj/fj/amVM0g=@oireachtas.ie, AJvYCCV2of4vs0HE0t2ej6lsfngnTAKwick4QD0jwQhos6RppjSuVgsxrWNDizy1/d+bv1gtV109sTy5B42aZhZ0wA=@oireachtas.ie, AJvYCCV9W7Ymu3bTDNcLKE9N4V/XCFDDLPDG7tGrEoCdfJS187PWAJE0U28Z1KPGIR2J9mEVfm5ygekedB4f6 OF@oireachtas.ie, AJvYCVICIXFe4LmTSYjkFNrt8fJ9t+F3rqyZB5Qbx2oTkhoX7wmitsKvx0BBv6co9InYz9Vz++ju+kHfDLahL2oU9ikA=@oireachtas.ie, AJvYCVNQyEptr2rA8MAFrB+Qb6sK7YoBe/1MTB24FAuGAL0GRhRIHoXvBY9wFDF8r6v7nnE2n9bG11sPLAmcxxkVqNQ=@oireachtas.ie, AJvYCPV9/rjz3ZtosVms0b62b009Gz3j8LGvH+Moy8bkXfk9IWbdkDwksAxrrG2fEr+KjAnnXns1yMxa0k/Orms@oireachtas.ie, AJvYCVhC6aJew50yLtvijZCHazbZolxOxaiXkxh7PuisZ3C0BbwYd1hVUN5G8D2vH0QkwF15/dG1LAEcCoQKZLwkj60=@oireachtas.ie, AJvYCVhDDLV8WSR9knRkBOQ0Mp0NsTcuNlmzbqUpvq0ZUrHcCypka9GjHyt1LepcwRb/Sbd0z1v1NwdAbA5c9Djg=@oireachtas.ie, AJvYCCVxNQyM6QubCz1utM856QR/pzplqtBImqZU5J+dokgIvp2pxuaxPycsuxYr05Znh1AwcwnCfDQfzf0027oA=@oireachtas.ie, AJvYCCW+vgb0JCLc/dbBQ95Vs1ms0Xr0G50wsjbwB5BoXpaL2Qy4966V5GwiongVC5Hu0k2nwTbw900DSk2Rm8pTocPya3rVbVas=@oireachtas.ie, AJvYCCW44uuyclWHD71Gw0yQds2GHDYN18Bz0jL8z4iaOHFnw8irgF5tSsgqcVkwWrChr32Q+3zNh2oLSG7woB1Ew7rpw=@oireachtas.ie, AJvYCCW5awbcHudVHLjSB1ckWdJ4xKp1MbIkViAK/oWte5GSSCEzEyKx/z0xEfrPWJwucMxoAqeyyxefiEBDkW7q@oireachtas.ie, AJvYCCWMTeTCPwfhuZuo9GsNCufJck8/6370AgrMF7/+p8kSkHv1gZjblhK8BmrP9zAckKomocQsUckLJ8J6NTcvPkvn4eYw2aaN0=@oireachtas.ie, AJvYCCWOYZeMHPEKv6tqsjfcijsibLsy/X4XmBxJ4rgtjbd+00Ur1SeXu9qxzG64Es+BB/k1DdbR/ZyNEKraCn4Eo=@oireachtas.ie, AJvYCCWUD/jlt5iPmbd5Ksb18N9Fm3DFT84hnJ5sqqp5HYr2aShL0FBjCwXynCsZvrj3LzQ/RHEjeXtQ=@oireachtas.ie, AJvYCCWck1Mwt4CvE6ZBmtQkgwC54N+uJHndq+cGZwEp1ChsoYzPaG09syocaPrs4bYf1frm4y0hkk8Lt/Vtu8=@oireachtas.ie, AJvYCCX9ElkBhQbEmg/WL0M+aofAnJxEx+i7gsBh5n5i2h9Qvb+bWlkCf09AxkwffrQMzprS6LTYp0Jtt+FmlWhYIehZjjil/J8A=@oireachtas.ie, AJvYCCXdmn1MfYzbhE+NUDGM/wJapsWfjyLoGma0hTINQRgapwhTuZ0z2v9dcy69dGId+seC27DdZ+jq7e5dJQ=@oireachtas.ie

X-Gm-Message-State: AOJu0ywH6Vg4a0eCqyza2901kDm787heFrmF031ajTDZSJYf5TpjXOTFK /gE3zDoXaTaKfHstjAlAtsmGei+zfffTvu24fuUc4iYrTEv3e2jYJOA6xcP039C8t2VYnzm0zt xxxtmv//bbCc+1kD+n+eTfqxxL/7Y=

X-Gm-Gg: ASBgnvcEQegHI4nMhbv/HI9RGUPw6RNFejF8FyX4Sgqw+sgB4y61cJhU5FdM8Cx9IRT TiI/l/ir05iX3g2P6L2YcdL8bJ2+TQ=

X-Google-Smtp-Source: AGHT+IHFK5nHVKoGwI3CjPq+I8B0tqIt7eFUs7mwru/aX8bCya/L+10XQgJg7uuL9AY6dPvwnm196+ES/MqRSdN7XWM=

X-Received: by 2002:a05:6102:3585:b0:4a3:c9b6:b311 with SMTP id ada2fe7ead31-4a9f733e163mr7836647137.26.1733298240220; Tue, 03 Dec 2024 23:44:00 -0800 (PST)

MIME-Version: 1.0

From: Steven Condra <stevencondra1971@gmail.com>

Date: Wed, 4 Dec 2024 07:43:50 +0000

Message-ID: <CAMLLJZ=7LwH1zW0XBLf2xn1MG7gs8wM=0Vmy7kbs=m2Jt5i2MQ@mail.gmail.com>

Subject: Please Help

To: chris.andrews@oireachtas.ie, ivana.bacik@oireachtas.ie, richard.boydbarrett@oireachtas.ie, mick.barry@oireachtas.ie, cathal.berry@oireachtas.ie, John.brady@oireachtas.ie, colm.brophy@oireachtas.ie, james.browne@oireachtas.ie, martin.browne@oireachtas.ie, richard.bruton@oireachtas.ie, pat.buckley@oireachtas.ie, colm.burke@oireachtas.ie, peter.burke@oireachtas.ie, mary.butler@oireachtas.ie, thomas.byrne@oireachtas.ie, jackie.cahill@oireachtas.ie, holly.cairns@oireachtas.ie, dara.calleary@oireachtas.ie, sean.canney@oireachtas.ie, ciaran.cannon@oireachtas.ie, joe.carey@oireachtas.ie, matt.carthy@oireachtas.ie, jack.chambers@oireachtas.ie, sorca.clarke@oireachtas.ie, joan.collins@oireachtas.ie, michael.collins@oireachtas.ie, niall.collins@oireachtas.ie, catherine.connolly@oireachtas.ie, rose.conwaywalsh@oireachtas.ie, patrick.costello@oireachtas.ie, simon.coveney@oireachtas.ie, barry.cowen@oireachtas.ie, michael.creed@oireachtas.ie, reada.cronin@oireachtas.ie, cathal.crowe@oireachtas.ie, sean.crowe@oireachtas.ie, david.cullinan@oireachtas.ie, pa.daly@oireachtas.ie, cormac.devlin@oireachtas.ie, alan.dillon@oireachtas.ie, pearse.doherty@oireachtas.ie, paul.donnelly@oireachtas.ie, stephen.donnelly@oireachtas.ie, paschal.donohoe@oireachtas.ie, francisnoel.duffy@oireachtas.ie, bernard.durkan@oireachtas.ie, dessie.ellis@oireachtas.ie, damien.english@oireachtas.ie, alan.farrell@oireachtas.ie, mairead.farrell@oireachtas.ie, frank.feighan@oireachtas.ie, michael.fitzmaurice@oireachtas.ie, peterm.fitzpatrick@oireachtas.ie, joe.flaherty@oireachtas.ie, charles.flanagan@oireachtas.ie, sean.fleming@oireachtas.ie, norma.foley@oireachtas.ie, kathleen.funcheon@oireachtas.ie, gary.gannon@oireachtas.ie, thomas.gould@oireachtas.ie, noel.grealish@oireachtas.ie, brendan.griffin@oireachtas.ie, johnny.guirke@oireachtas.ie, marian.harkin@oireachtas.ie, simon.harris@oireachtas.ie, sean.haughey@oireachtas.ie, danny.healy-rae@oireachtas.ie, michael.healy-rae@oireachtas.ie, martin.heydon@oireachtas.ie, emer.higgins@oireachtas.ie, neasa.hourigan@oireachtas.ie, brendan.howlin@oireachtas.ie, heather.humphreys@oireachtas.ie, paul.kehoe@oireachtas.ie, alan.kelly@oireachtas.ie, gino.kenny@oireachtas.ie, martin.kenny@oireachtas.ie, claire.kerrane@oireachtas.ie, john.lahart@oireachtas.ie, james.lawless@oireachtas.ie, brian.leddin@oireachtas.ie, padraig.maclochlainn@oireachtas.ie, michael.lowry@oireachtas.ie, jennifer.carrollmacneill@oireachtas.ie, marc.macsharry@oireachtas.ie, josepha.madigan@oireachtas.ie, catherine.martin@oireachtas.ie, Micheal.martin@oireachtas.ie, steven.matthews@oireachtas.ie, paul.mcauliffe@oireachtas.ie, charlie.mcconologue@oireachtas.ie, marylou.mcdonald@oireachtas.ie, helen.mcnee@oireachtas.ie, mattie.mcgrath@oireachtas.ie, michael.mcgrath@oireachtas.ie, john.mcguinness@oireachtas.ie, joe.mchugh@oireachtas.ie, michael.mcnamara@oireachtas.ie, denise.mitchell@oireachtas.ie, aindrias.moynihan@oireachtas.ie, michael.moynihan@oireachtas.ie, imelda.munster@oireachtas.ie, catherine.murphy@oireachtas.ie, paul.murphy@oireachtas.ie, verona.murphy@oireachtas.ie, johnny.mythen@oireachtas.ie, Gerald.Nash@oireachtas.ie, denis.naughten@oireachtas.ie, hildegarde.naughton@oireachtas.ie, carol.nolan@oireachtas.ie, malcolm.noonan@oireachtas.ie, eoin.obroin@oireachtas.ie, marc.ocathasaigh@oireachtas.ie, eamon.ocuiv@oireachtas.ie, sean.ofearghail@oireachtas.ie, donnchadh.olaoghaire@oireachtas.ie, ruairi.omurchu@oireachtas.ie, Aodhan.O Riordain@oireachtas.ie, aengus.osnodaigh@oireachtas.ie, darragh.obrien@oireachtas.ie, joe.obrien@oireachtas.ie, cian.ocallaghan@oireachtas.ie, jim.ocallaghan@oireachtas.ie, james.oconnor@oireachtas.ie, jennifer.murnaneoconnor@oireachtas.ie, willie.odea@oireachtas.ie, kieran.odonnell@oireachtas.ie, richard.odonoghue@oireachtas.ie, patrick.odonovan@oireachtas.ie, fergus.odowd@oireachtas.ie, roderic.ogorman@oireachtas.ie, louise.oreilly@oireachtas.ie, darren.orourke@oireachtas.ie, christopher.osullivan@oireachtas.ie, padraig.osullivan@oireachtas.ie, johnpaul.phelan@oireachtas.ie, thomas.pringle@oireachtas.ie, maurice.quinlivan@oireachtas.ie, anne.rabbitte@oireachtas.ie, neale.richmond@oireachtas.ie, michael.ring@oireachtas.ie, eamon.ryan@oireachtas.ie, patricia.ryan@oireachtas.ie, matt.shanahan@oireachtas.ie, sean.sherlock@oireachtas.ie, roisin.shortall@oireachtas.ie, brendan.smith@oireachtas.ie, brid.smith@oireachtas.ie, duncan.smith@oireachtas.ie, niamh.smyth@oireachtas.ie, ossian.smyth@oireachtas.ie, brian.stanley@oireachtas.ie, david.stanton@oireachtas.ie, peadar.toibin@oireachtas.ie, robert.troy@oireachtas.ie, pauline.tully@oireachtas.ie, leo.varadkar@oireachtas.ie, mark.ward@oireachtas.ie, jennifer.whitmore@oireachtas.ie, violet-anne.wynne@oireachtas.ie

Content-Type: multipart/mixed; boundary="00000000000e614a806286cf131"

Return-Path: stevencondra1971@gmail.com

X-EOPAttributedMessage: 0

X-EOPTenantAttributedMessage: ce71ecf0-0b97-47b2-966c-b4ecc8db23f2:0

X-MS-PublicTrafficType: Email

X-MS-TrafficTypeDiagnostic: DU6PEPF0000A7E4:EE_|VI0PR01MB11368:EE_

X-MS-Office365-Filtering-Correlation-Id: b99125b4-cac7-4eb2-2405-08dd14376bc3

X-MS-Exchange-AtpMessageProperties: SA|SL

X-Microsoft-Antispam: BCL:0;ARA:13230040|7093399012|8096899003|921020;

X-Microsoft-Antispam-Message-Info:
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Status: 5.1.10

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----- Forwarded message -----

From: Steven Condra <stevencondra1971@gmail.com>
 To: chris.andrews@oireachtas.ie, ivana.bacik@oireachtas.ie, richard.boydbarrett@oireachtas.ie, mick.barry@oireachtas.ie, cathal.berry@oireachtas.ie, John.brady@oireachtas.ie, colm.brophy@oireachtas.ie, james.browne@oireachtas.ie, martin.browne@oireachtas.ie, richard.bruton@oireachtas.ie, pat.buckley@oireachtas.ie, colm.burke@oireachtas.ie, peter.burke@oireachtas.ie, mary.butler@oireachtas.ie, thomas.byrne@oireachtas.ie, jackie.cahill@oireachtas.ie, holly.cairns@oireachtas.ie, dara.calleary@oireachtas.ie, sean.canney@oireachtas.ie, ciaran.cannon@oireachtas.ie, joe.carey@oireachtas.ie, matt.carthy@oireachtas.ie, jack.chambers@oireachtas.ie, sorca.clarke@oireachtas.ie, joan.collins@oireachtas.ie, michael.collins@oireachtas.ie, niall.collins@oireachtas.ie, catherine.connolly@oireachtas.ie, rose.conwaywalsh@oireachtas.ie, patrick.costello@oireachtas.ie, simon.coveney@oireachtas.ie, barry.cowen@oireachtas.ie, michael.creed@oireachtas.ie, reada.cronin@oireachtas.ie, cathal.crowe@oireachtas.ie, sean.crowe@oireachtas.ie, david.cullinane@oireachtas.ie, pa.daly@oireachtas.ie, cormac.devlin@oireachtas.ie, alan.dillon@oireachtas.ie, pearse.doherty@oireachtas.ie, paul.donnelly@oireachtas.ie, stephen.donnelly@oireachtas.ie, paschal.donohoe@oireachtas.ie, francisnoel.duffy@oireachtas.ie, bernard.durkan@oireachtas.ie, dessie.elis@oireachtas.ie, damien.english@oireachtas.ie, alan.farrell@oireachtas.ie, mairead.farrell@oireachtas.ie, frank.feighan@oireachtas.ie, michael.fitzmaurice@oireachtas.ie, peterm.fitzpatrick@oireachtas.ie, joe.flaherty@oireachtas.ie, charles.flanagan@oireachtas.ie, sean.fleming@oireachtas.ie, norma.foley@oireachtas.ie, kathleen.funcheon@oireachtas.ie, gary.gannon@oireachtas.ie, thomas.gould@oireachtas.ie, noel.grealish@oireachtas.ie, brendan.griffin@oireachtas.ie, johnny.guirke@oireachtas.ie, marian.harkin@oireachtas.ie, simon.harris@oireachtas.ie, sean.haughey@oireachtas.ie, danny.healy-rae@oireachtas.ie, michael.healy-rae@oireachtas.ie, martin.heydon@oireachtas.ie, emer.higgins@oireachtas.ie, neasa.hourigan@oireachtas.ie, brendan.howlin@oireachtas.ie, heather.humphreys@oireachtas.ie, paul.kehoe@oireachtas.ie, alan.kelly@oireachtas.ie, gino.kenny@oireachtas.ie, martin.kenny@oireachtas.ie, claire.kerrane@oireachtas.ie, john.lahart@oireachtas.ie, james.lawless@oireachtas.ie, brian.leddin@oireachtas.ie, padraig.maclochlainn@oireachtas.ie, michael.lowry@oireachtas.ie, jennifer.carrollmacneill@oireachtas.ie, marc.macsberry@oireachtas.ie, josephine.madigan@oireachtas.ie, catherine.martin@oireachtas.ie, Micheal.martin@oireachtas.ie, steven.matthews@oireachtas.ie, paul.mcnamara@oireachtas.ie, michael.mcgrath@oireachtas.ie, marylou.mcdonald@oireachtas.ie, helen.mcентee@oireachtas.ie, mattie.mcgrath@oireachtas.ie, michael.mcgrath@oireachtas.ie, john.mcguinness@oireachtas.ie, joe.mchugh@oireachtas.ie, michael.mcnamara@oireachtas.ie, denise.mitchell@oireachtas.ie, aindrias.moynihan@oireachtas.ie, michael.moynihan@oireachtas.ie, imelda.munster@oireachtas.ie, catherine.murphy@oireachtas.ie, paul.murphy@oireachtas.ie, verona.murphy@oireachtas.ie, johnny.mythen@oireachtas.ie, Gerald.Nash@oireachtas.ie, denis.naughten@oireachtas.ie, hildegard.naughton@oireachtas.ie, carol.nolan@oireachtas.ie, malcolm.noonan@oireachtas.ie, eoin.obroin@oireachtas.ie, marc.ocathasaigh@oireachtas.ie, eamon.ocuiv@oireachtas.ie, sean.ofearghail@oireachtas.ie, dominchadh.olaghair@oireachtas.ie, ruairi.omurchu@oireachtas.ie, Aodhan.ORiordain@oireachtas.ie, aengus.osnodaigh@oireachtas.ie, darragh.obrien@oireachtas.ie, joe.obrien@oireachtas.ie, cian.ocallaghan@oireachtas.ie, jim.ocallaghan@oireachtas.ie, james.oconnor@oireachtas.ie, jennifer.murnaneoconnor@oireachtas.ie, willie.odea@oireachtas.ie, kieran.odonnell@oireachtas.ie, richard.odonoghue@oireachtas.ie, patrick.odonovan@oireachtas.ie, fergus.odowd@oireachtas.ie, roderic.ogorman@oireachtas.ie, louise.oreilly@oireachtas.ie, darren.orourke@oireachtas.ie, christopher.osullivan@oireachtas.ie, padraig.osullivan@oireachtas.ie, johnpaul.phelan@oireachtas.ie,

09/07/2025, 12:33

Gmail - I sent this

thomas.pringle@oireachtas.ie, maurice.quinlivan@oireachtas.ie, anne.rabbitte@oireachtas.ie, neale.richmond@oireachtas.ie, michael.ring@oireachtas.ie, eamon.ryan@oireachtas.ie, patricia.ryan@oireachtas.ie, matt.shanahan@oireachtas.ie, sean.sherlock@oireachtas.ie, roisin.shortall@oireachtas.ie, brendan.smith@oireachtas.ie, brid.smith@oireachtas.ie, duncan.smith@oireachtas.ie, niamh.smyth@oireachtas.ie, ossian.smyth@oireachtas.ie, brian.stanley@oireachtas.ie, david.stanton@oireachtas.ie, peadar.toibin@oireachtas.ie, robert.troy@oireachtas.ie, pauline.tully@oireachtas.ie, leo.varadkar@oireachtas.ie, mark.ward@oireachtas.ie, jennifer.whitmore@oireachtas.ie, violet-anne.wynne@oireachtas.ie
Cc:
Bcc:
Date: Wed, 4 Dec 2024 07:43:50 +0000
Subject: Please Help
Please see attached letter in word format.
Kind regards
Mr. Steven Condra

2 attachments

 [td-Department of Justice and Department of Children.docx](#)
30K

 [Please Help.eml](#)
135K

David Tang (OMB) <david.tang@ombudsman.ie>
To: Steven Condra <stevencondra1971@gmail.com>

9 December 2024 at 09:36

Hi Stephen,

I hope you are keeping well.

Unfortunately I cannot access the attachment to your email. Can I suggest you email complaints@ombudsman.ie, and quote the following case number in the subject line: OMB-153094-K3G3V4

I will then check your case and take a look at whatever you have sent in.

Thanks and I will get in contact once I have read your submission.

David

From: Steven Condra <stevencondra1971@gmail.com>
Sent: Saturday 7 December 2024 07:06
To: David Tang (OMB) <david.tang@ombudsman.ie>
Subject: I sent this

CAUTION: This eMail originated from outside your organisation and the BTS Managed Desktop service. Do not click on any links or open any attachments unless you recognise the sender or are expecting the email and know that the content is safe. If you are in any doubt, please contact the OGCIO IT Service Desk.

[Quoted text hidden]

Steven Condra <stevencondra1971@gmail.com>
To: "David Tang (OMB)" <david.tang@ombudsman.ie>

9 December 2024 at 14:00

hi David, I just copied and pasted the word documents as is below, anything else, just call or mail

Kind regards
Steven Condra
=====

Mr. Steven Condra
McGwire House
Waterford
089 4606 149
04/12/2024
To:
The Department of the Taoiseach
Government Buildings
Upper Merrion Street
Dublin 2

Subject: Urgent Appeal for Intervention: Systemic Neglect and Failures by State Institutions

Dear Taoiseach,

I am writing to you as the leader of our government to draw your attention to a lifetime of systemic neglect, injustice, and mistreatment that I have endured at the hands of multiple State departments and institutions. My experiences, outlined in the attached document, reveal a troubling pattern of failures across key areas of governance, leaving me feeling abandoned, unprotected, and excluded by the very systems meant to uphold citizens' rights.

The document details specific incidents, including:

Forced Adoption and Childhood Abuse: I was forcibly adopted due to religious interference in family matters and endured severe sexual, emotional, and physical abuse in my adoptive home, without intervention from law enforcement or child protection services.

Housing Instability and Safety Risks: I was removed without cause from a rented home in Donaghmede by Gardaí, financially exploited by a landlady in Swords, and assaulted in a State-managed hostel by a convicted sex offender, with no meaningful response or support from authorities.

Health and Mental Health Neglect: Despite being diagnosed with mental health conditions, I have been denied access to the HSE-recommended "Gold Service" treatments, compounding my struggles.

Barriers to Education: SUSI has denied me financial support for two consecutive years on the basis of homelessness, preventing me from pursuing opportunities to improve my circumstances.

These are just some examples of the systemic failures I have faced. Despite numerous appeals to relevant departments and oversight bodies, including the Ombudsman, I have been repeatedly ignored, dismissed, or left without resolution.

I am sharing this letter and the attached document with your office because I believe that leadership and systemic reform must come from the highest level of government. I respectfully ask for your intervention to:

Ensure Immediate Action: Direct the relevant departments to address my specific cases as detailed in the attached document.

Advocate for Systemic Reforms: Mandate changes to policies and procedures to protect vulnerable individuals and prevent such injustices from recurring.

Restore Accountability and Trust: Require greater accountability from State institutions and agencies that have failed in their duties.

My situation is urgent, and I am struggling to cope with the emotional, financial, and physical toll of these repeated injustices. I am deeply hurt and disillusioned, but I believe that your leadership can help bring about the change that I and others in similar circumstances desperately need.

Thank you for your time and attention to this matter. I am available to provide further details or meet with your office if necessary.

Yours sincerely,

Mr. Steven Condra

Department of Justice and Department of Children, Equality, Disability, Integration, and Youth

Overview of the Issue

As a child in the care of my adoptive family, I endured severe abuse, both sexual and mental, at the hands of family members. Despite my attempts to seek help from authorities, including a plea to the police in my communion suit at Blanchardstown police station, no action was taken. This failure to act reflects a systemic neglect by both the State's child protection and justice systems.

Key Failures

Failure of Law Enforcement:

When I reported the abuse to Blanchardstown police station as a young child, my claims were dismissed, leaving me unprotected and vulnerable to further harm.

Failure of Child Protection Services:

The State failed to monitor the conditions within my adoptive home, despite the known vulnerabilities of adopted children.

There was no intervention or support provided despite clear signs of abuse.

Lack of Mental Health and Emotional Support:

The abuse caused bed-wetting and other psychological symptoms, which were ignored or punished instead of being treated as signs of trauma.

Complicity Through Inaction:

By ignoring my pleas for help, the State enabled my abusers and perpetuated the cycle of abuse.

Evidence

My report to Blanchardstown police station during my childhood.

Any existing police or social services records (if retrievable).

Testimonies from contemporaries who may recall the conditions in my adoptive home.

Impact on Life

Physical and Emotional Trauma:

The sexual abuse by my adoptive grandfather and daily mental abuse by my adoptive father have caused lifelong psychological scars.

The physical punishment from my adoptive mother for bed-wetting, itself a result of the trauma, compounded the abuse.

Loss of Trust in Authorities:

The police's dismissal of my report as a child eroded my faith in the justice system and reinforced feelings of helplessness.

Long-Term Psychological Impact:

The compounded abuse has resulted in lasting trauma, affecting my mental health, relationships, and ability to trust others.

Requested Actions

Acknowledgment of State Neglect:

Recognize the failures of law enforcement and child protection systems in addressing the abuse I endured.

Investigation and Accountability:

Investigate why my report to Blanchardstown police station was ignored and whether protocols for handling such cases were followed.

Access to Records:

Provide access to any records or documentation of my plea for help and any subsequent action (or inaction) by authorities.

Comprehensive Redress:

Offer compensation for the lifelong impact of the abuse and neglect.

Provide access to long-term mental health support and trauma counseling.

Systemic Reforms:

Strengthen protocols for child abuse reporting and ensure that all reports, especially those from children, are taken seriously and investigated thoroughly.

Department of Social Protection

Overview of the Issue

In January 2014/2015, while attending Cuan Mhuire in Athy for a 3-month treatment program for alcoholism, I was instructed by a representative of the Department of Social Welfare to remain on the Back to Education Allowance (BTEA) instead of transferring to Jobseeker's Allowance (JA). The representative assured me that the payment amounts were the same and that remaining on BTEA would be more convenient as it would be deposited directly into my bank account, avoiding the need for collection at a post office.

In a vulnerable state, I trusted and followed the instructions of the State representative. Years later, I was informed that I was on the wrong payment, and the State reclaimed the funds, placing an unfair financial burden on me. Despite numerous attempts to resolve the matter, my efforts have been ignored.

Key Failures

Misinformation by a State Representative:

I was misled by a Department of Social Welfare staff member who assured me that remaining on BTEA was correct and in my best interest.
Exploitation of Vulnerability:

At the time, I was in a vulnerable state due to my treatment for alcoholism. The representative's instructions exploited my trust in the State and my lack of knowledge about the intricacies of social welfare payments.

Failure to Provide Proper Guidance:

The State failed to ensure that I was placed on the correct allowance, despite my reliance on their advice.

Unfair Reclamation of Funds:

The State reclaimed funds despite the fact that I acted in good faith, following the explicit instructions of their representative.

Neglect in Resolving the Issue:

My repeated attempts to address and resolve this issue have been ignored, further compounding the injustice.

Evidence

Records of my attendance at Cuan Mhuire and completion of the treatment program.

Correspondence with the Department of Social Welfare during the relevant period.

Documentation of the State's reclamation of funds and any subsequent appeals or inquiries I made.

Impact on Life

Financial Hardship:

The reclamation of funds caused significant financial strain, adding undue stress during a period of recovery and reintegration into society.

Breach of Trust:

The State's actions have eroded my trust in public institutions and their ability to act in good faith.

Unresolved Injustice:

The lack of accountability and resolution has left me feeling unheard and mistreated, further exacerbating the emotional toll.

Requested Actions

Acknowledgment of the Error:

Recognize that I followed the explicit instructions of a Department representative and acted in good faith.

Reimbursement of Reclaimed Funds:

Refund the amount reclaimed, along with compensation for the financial and emotional hardship caused.

Investigation and Accountability:

Investigate the actions of the Department representative who advised me incorrectly and ensure that similar errors do not occur in the future.

Clear Guidelines for Vulnerable Individuals:

Implement protocols to ensure that vulnerable individuals receive clear, accurate, and appropriate advice regarding social welfare entitlements.

An Garda Síochána and Garda Ombudsman

Overview of the Issue

Over the years, I have faced multiple instances of injustice and neglect, including being forcibly removed from my rented home without proper cause, financial exploitation by a landlady, and a violent attack. Despite reporting these incidents to An Garda Síochána and the Garda Ombudsman, no meaningful assistance or resolution has been provided. These failures highlight systemic neglect by law enforcement and oversight bodies in addressing my concerns.

Key Incidents

Removal from Rented Room in Donaghmede

While renting a room in Donaghmede, Gardaí arrived without prior notification and forcibly removed me from the property, despite being a legal tenant. No justification was provided, and my complaints about this violation of my rights were ignored.

Financial Exploitation in Swords

In Swords, my landlady forced me to pay her bills through the gas meter.

When I brought this issue to the Residential Tenancies Board, I was told my complaint was a "waste of taxpayers' money."

I appealed the decision, but it was upheld, which I found profoundly unjust.

Violent Attack in Bray

While living in Bray, I was attacked by two men while in bed.

Despite reporting this violent assault to Gardaí, no meaningful action was taken to investigate or provide support.

Key Failures

Neglect by Gardai:

Failure to recognize and uphold my tenant rights in Donaghmede.

Lack of investigation or intervention following the attack in Bray.

Disregard by the Residential Tenancies Board:

Failure to address the financial exploitation in Swords, dismissing my valid complaint without just cause.

Ineffectiveness of the Garda Ombudsman:

My attempts to escalate these issues to the Garda Ombudsman have resulted in no significant action or resolution.

Evidence

Garda reports from Donaghmede, Swords, and Bray incidents.

Documentation from the Residential Tenancies Board regarding my complaints and appeals.

Correspondence with the Garda Ombudsman and any responses received.

Impact on Life

Erosion of Trust in Institutions:

These repeated failures by Gardaí and other bodies have left me feeling unheard and unprotected.

Emotional and Physical Toll:

The attack in Bray caused significant trauma, compounded by the lack of justice or closure.

The financial exploitation and forced removal from my home caused undue stress and instability.

Lack of Accountability:

The consistent neglect by authorities has left me without recourse or support in situations where I was vulnerable and in need of help.

Requested Actions
Thorough Investigation:

Reopen and properly investigate the incidents in Donaghmede, Swords, and Bray.

Ensure accountability for the lack of action in each case.

Acknowledgment of Failures:

Recognize the systemic neglect and mishandling of my complaints by Gardaí and the Residential Tenancies Board.

Clear Guidelines and Training:

Improve protocols for addressing tenant rights, assault cases, and financial exploitation.

Train Gardaí to handle similar complaints with professionalism and diligence.

Compensation and Redress:

Provide compensation for the emotional and financial harm caused by these unresolved issues

Department of Health (HSE and Mental Health Services)

Overview of the Issue

Despite being diagnosed with mental health issues at Lincara Medical Centre, Bray, and the involvement of Dr. Karen Keogh in my care, I was recently informed during a meeting with Josephine O'Connor, my key worker at McGuire House, that I would not be provided with the HSE-recommended treatments. The psychiatric nurse present at the meeting referred to the recommended treatment as the "Gold Service" and explicitly stated that I would not be receiving it. This decision undermines my right to adequate healthcare and mental health support.

Key Failures

Denial of Recommended Treatment:

The HSE-recommended treatments, crucial for managing my mental health issues, have been withheld without clear justification.

Disregard for Medical Diagnoses:

Diagnoses made by qualified professionals, including Dr. Karen Keogh at Lincara Medical Centre, have not been acted upon to provide the necessary care.

Discrimination in Service Allocation:

Referring to the treatment as the "Gold Service" suggests a tiered healthcare system where some patients are excluded from optimal care, contrary to principles of equality and fairness.

Failure of Transparency and Communication:

The decision to deny treatment has not been adequately explained or justified, leaving me without clarity or recourse.

Evidence

Medical records and diagnoses from Lincara Medical Centre, Bray.

Notes or documentation from the meeting with Josephine O'Connor and the psychiatric nurse at McGuire House.

Correspondence or communications with HSE regarding my treatment plan.

Impact on Life

Deterioration of Mental Health:

Without the recommended treatment, my condition risks worsening, further affecting my quality of life.

Loss of Trust in Healthcare Services:

The decision to withhold care undermines my confidence in the fairness and integrity of the healthcare system.

Increased Vulnerability:

Being denied necessary treatment exacerbates my mental health challenges and leaves me feeling unsupported and abandoned by the system.

Requested Actions

Immediate Access to Recommended Treatment:

Provide the HSE-recommended "Gold Service" treatment as initially advised by my healthcare providers.

Review of Decision:

Conduct a transparent review of why the recommended treatment was withheld and rectify any procedural or policy failures.

Implementation of Equal Access Policies:

Ensure that all patients have equal access to necessary treatments, regardless of arbitrary categorizations like "Gold Service."

Accountability:

Hold the responsible individuals and entities accountable for the denial of care and provide an official explanation for this decision.

Department of Housing, Local Government and Heritage (Waterford County Council)

Overview of the Issue

On November 23rd, I was assaulted in McGuire House, a hostel managed by Waterford County Council, by a convicted sex offender approximately 6 feet 7 inches tall. The assault occurred in front of staff members, one of whom refused to call the Gardaí despite my urgent requests, instead instructing me to make the call myself. This event has left me feeling unsafe, unsupported, and abandoned by the State.

I was not informed about the presence of sex offenders in the hostel, which demonstrates a failure of duty of care by Waterford County Council to protect vulnerable residents. The presence of a known serious offender in such a confined living arrangement without warning or safeguards poses a clear threat to my safety and well-being.

Key Failures

Failure to Warn Residents:

Waterford County Council failed to notify me or other residents about the presence of convicted sex offenders in McGuire House.

This lack of transparency placed me in immediate danger and compromised my safety.

Inadequate Response During the Assault:

Staff at McGuire House failed to assist me during the assault, refusing to contact the Gardaí despite witnessing the incident.

Neglect of Vulnerable Residents:

Placing a convicted sex offender in a hostel with vulnerable individuals without proper safeguards or warnings demonstrates a breach of the Council's duty of care.

Failure to Ensure a Safe Living Environment:

The assault and subsequent lack of support have left me living in fear of further harm, especially given the small area where the offender and I reside.

Evidence

Gardaí report filed regarding the assault.

Witness statements from staff or residents present during the incident.

CCTV footage from McGuire House on November 23rd (if available).

Impact on Life

Fear and Psychological Trauma:

The assault and the continued presence of the offender in close proximity have caused significant fear and distress, exacerbating my mental health struggles.

Erosion of Trust in Authorities:

The failure of staff and the Council to provide support or take protective action has eroded my trust in public institutions.

Increased Vulnerability:

I feel abandoned and unsafe, with no confidence that future incidents will be prevented or addressed adequately.

Requested Actions

Immediate Safety Measures:

Relocate the offender to a facility more appropriate for their risk level, ensuring the safety of other residents.

Provide me with alternative, safe accommodation as an urgent priority.

Investigation and Accountability:

Conduct a thorough investigation into the assault and the failure of staff to respond appropriately.

Hold those responsible accountable for neglecting their duty of care.

Notification Policies:

Implement mandatory notification policies to inform residents about the presence of high-risk individuals in shared accommodation.

Support Services:

Provide access to trauma counseling and other mental health services to help me cope with the aftermath of this assault.

SUSI Grant Denial and Education Discrimination

Overview of the Issue

For two consecutive years, in 2023 and 2024, I was denied the SUSI grant while beginning studies at SETU. The official reason cited was my inability to prove independent residency. As a homeless person, this requirement is impossible to meet, and the decision reflects a lack of understanding and accommodation for vulnerable individuals like myself.

Despite reaching out for help and even escalating the matter to the Ombudsman, I was left without resolution or support. This has left me feeling hurt, discriminated against, and excluded from accessing the education I worked hard to pursue.

Key Failures

Unreasonable Residency Requirement:

The residency requirement fails to account for individuals experiencing homelessness or unstable housing situations.

Discrimination Against Vulnerable Individuals:

By denying me access to the SUSI grant, the system effectively discriminated against me as a homeless person, barring me from educational opportunities.

Failure of Support Mechanisms:

Neither SUSI nor the Ombudsman provided meaningful assistance or flexibility to address my situation, leaving me without recourse.

Evidence

SUSI application denials for 2023 and 2024.

Correspondence with SUSI and the Ombudsman regarding my case.

Documentation of my homelessness status during the application periods.

Impact on Life

Barrier to Education:

The denial of financial support made it nearly impossible for me to pursue my studies at SETU, despite my efforts to better my circumstances.

Emotional Toll:

Being denied the grant solely because of my homelessness exacerbated feelings of worthlessness and exclusion.

Systemic Disadvantage:

The lack of accommodation for homeless individuals perpetuates cycles of poverty and prevents people like me from improving our situations through education.

Requested Actions

Review of Residency Requirement:

Advocate for a review and amendment of SUSI policies to accommodate homeless individuals and those in unstable housing.

Retroactive Grant Approval:

Approve the SUSI grant for 2023 and 2024, acknowledging my homelessness and inability to meet the standard residency requirement.

Implementation of Support Measures:

Introduce targeted supports for homeless individuals applying for education grants, ensuring equal access to educational opportunities.

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