



Steven Condra [REDACTED]

Complaint form attached.

2 messages

Steven Condra [REDACTED]
To: complaints@legalaidboard.ie

20 June 2025 at 13:01

Complaint Form.docx
556K**LAB Complaints** <complaints@legalaidboard.ie>
To: Steven Condra [REDACTED]

20 June 2025 at 13:53

Dear Mr Condra,

Thank you for your email. We regret to hear that you are unhappy with the service you are receiving.

I acknowledge receipt of same, received on 20th of June 2025. In line with the Board's procedure your correspondence has been referred to the Managing Solicitor, who will be in contact with you in due course.

Please find attached a copy of our information leaflet regarding our Customer Care and Complaints Procedure for your information.

Kind Regards

Christopher Flynn
Complaints Officerp.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 "Re: 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 Dílthúil
Legal Aid Board48/49 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.ieFrom: "Steven Condra" [REDACTED]
To: complaints@legalaidboard.ie
Date: 20/06/2025 13:02
Subject: [AMP]Complaint form attached.**EXTERNAL EMAIL:** Do Not click any link or open any attachments unless you trust the sender and know the content is safe

[attachment "Complaint Form.docx" deleted by Christopher x Flynn/Users/Legal Aid Board]

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer. It is the policy of the Legal Aid Board to disallow the sending of offensive material and should you consider that the material contained in this message is offensive you should contact the sender immediately and also postmaster@legalaidboard.ie".

"Tá an t-eolas tarchurtha beartaithe don duine nó aonán amháin a seoladh an teachtaireacht chucu agus d'fhéadfadh ábhar rúnda agus/nó pribhléideach a bheith i gceist. Tá cosc ar atachur, scaipeadh nó úsáid an eolais, nó beart ar bith a thógáil ag brath ar an eolas seo, ag daoine nó aonán nach iad an faighteoir beartaithe. Más trí earráid go bhfuair tú an teachtaireacht seo, déan teagmháil leis an seoltóir le do thoil agus scríos an t-ábhar ó ríomhaire ar bith. Is é beartas an Bhoird um Chúnamh Dílthúil 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".

28/09/2025, 19:00

Gmail - Complaint form attached.



Information Leaflet Customer Care and Complaints Procedure 2024.pdf

51K