



Steven Condra [REDACTED]

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

6 messages

LAB Complaints <complaints@legalaidboard.ie>

10 July 2025 at 15:04

To: [REDACTED]

Dear Mr Condra,

Please find below observations from solicitor Georgina Phelan along with a letter dated the 10th July 2025.

Please note you can apply for legal services to any of the law centres. Full list of Law Centres is available on our website. <https://www.legalaidboard.ie/contact-us/find-a-law-centre/>

Email from solicitor Georgina Phelan.

*Mr. Condra has complained at having been refused Legal Aid to proceed against persons who allegedly sexually abused him and against a resident in a hostel, who allegedly assaulted him. Mr. Condra was then evicted from the hostel.**Legal Aid was refused to bring proceedings against the hostel and the resident on the basis that Mr. Condra did not have reasonable grounds to proceed. The hostel has wide discretion with regard to the removal of persons from its premises. The damage suffered by Mr. Condra was limited. He was rehoused and did not offer evidence of serious injury, loss or damage as a result of the alleged assault. Mr. Condra did not appeal his eviction from the hostel. Mr. Condra is not likely to be successful in civil proceedings against the hostel or resident.**Legal Aid had already been refused for the first matter, the subject of the applicant's claim and the applicant had reapplied for legal aid in respect of the same matter. Mr. Condra neither requested a review or an appeal of the refusal of legal aid.*

Kind Regards
Georgina Phelan
Law Centre (Waterford)

Regards

Complaints Officer

**An Bord Um Chúnamh Dílthúil
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

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"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 atarchur, scaipeadh nó úsáid an eolais, nó beart ar bith a thógáil ag brath ar an eolas seo, ag daoine nó aonáin 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".

Letter to S Condra 10th July 2025.docx
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Steven Condra [REDACTED]
To: LAB Complaints <complaints@legalaidboard.ie>

11 July 2025 at 01:11

Dear Complaints Officer,

I am writing in response to the email and attached letter from solicitor Georgina Phelan, dated 10 July 2025, regarding my complaints.

Your response misrepresents the nature of my complaints and fails to address the real issues I raised — issues which your own solicitors previously acknowledged as serious and actionable.

There are two separate and distinct matters, both directed at the State and its agents, not at any individual:

1 First matter:

The failure of the Irish State to protect me during my childhood.

- I was placed into adoption without meaningful oversight.
- No one from the State checked on my welfare, despite clear risks.
- As a result, I was left vulnerable to serious abuse and neglect.
- When I raised this issue at the Waterford Law Centre, I was explicitly told that I had a massive case against the State and that it would be taken forward.

2 Second matter:

My placement in Maguire House by Waterford County Council.

- I was housed in Maguire House without being warned of the risks posed by other residents, including known sex offenders.
- I was subsequently assaulted there.
- After the assault, I explicitly asked for help and was refused.
- My complaint and claim have always been directed at Waterford County Council for failing in their duty of care — not at the individual who assaulted me.
- When I raised this issue, Ms. Georgina Phelan herself told me, in person, that I had a case against Waterford County Council and that it would be taken forward.

At no time have I sought to bring proceedings against my grandfather, or against a hostel resident or other individual. Both of my complaints are about the clear failures of the State and Waterford County Council to protect me — first as a child, and later as an adult placed in an unsafe environment.

I am deeply concerned that your response ignores these facts and dismisses both matters without addressing the serious negligence and breaches of duty involved — despite earlier assurances from the Waterford Law Centre and Ms. Phelan that both cases were viable.

I now request a clear explanation:

- Why have these matters been dismissed after being described to me as a massive case and a clear case respectively?
- On what basis has the Legal Aid Board decided not to proceed, despite your own solicitors' previous advice?
- Why does your letter mischaracterise my complaints and fail to address the real targets of my claims — the State and Waterford County Council?

Please treat this as a formal request for review of your decision not to proceed, and I expect a detailed written response addressing each of these points.

Thank you for your prompt attention.

Kind regards,

Steven Condra



LAB Complaints <complaints@legalaidboard.ie>

11 July 2025 at 11:28

To: Steven Condra

Dear Mr Condra,

I acknowledge receipt of your email received on the 11th of July 2025.

Thank you for submitting your observations in relation to your solicitors response to your complaint.

Your complaint shall now be sent to the Managing Solicitor of Waterford Law Centre for decision. Once a decision has been made on the complaint we shall be in contact with you.

Kind Regards,

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 "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 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

From: "Steven Condra"

To: "LAB Complaints" <complaints@legalaidboard.ie>

Date: 11/07/2025 01:11

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

EXTERNAL EMAIL: Do Not click any link or open any attachments unless you trust the sender and know the content is safe

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Steven Condra
To: LAB Complaints <complaints@legalaidboard.ie>

5 August 2025 at 12:39

Dear Complaints officer,

I am writing to follow up on my previous correspondence regarding my complaint to the Legal Aid Board.

I replied to your last letter, clearly outlining that my original concerns were not addressed and that your responses to date have been deflecting rather than answering the points I raised. Despite this, I have received no further reply or formal outcome.

I am now requesting that you provide a full, formal written response to my complaint within 14 days of this letter.

If I do not receive a response within this timeframe, I will escalate this matter to:

The Office of the Ombudsman, and

My local public representatives (TDs)

I will also consider peaceful public protest to highlight the way my complaint has been handled.

I have given the Legal Aid Board ample opportunity to address this matter. A continued lack of engagement is unacceptable, and I expect a clear and timely reply.

Sincerely,
Steven Michael Condra



LAB Complaints <complaints@legalaidboard.ie>

5 August 2025 at 13:58

To: Steven Condra [REDACTED]

Dear Mr Condra,

I acknowledge receipt of your email received on the 5th of August 2025.

I shall email the Managing Solicitor to enquire about your complaint decision. Once a decision is ready on your complaint we shall be in contact with you.

Kind Regards,

Christopher Flynn
[Quoted text hidden]

Steven Condra [REDACTED]
To: LAB Complaints <complaints@legalaidboard.ie>

5 August 2025 at 18:19

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