



Steven Condra [REDACTED]

Subject: Application Ref W252611737561 – Delays Are Blocking My Right to College [Incident: 250825-003586]

12 messages

SUSI Support <support@susi.ie>
Reply-To: SUSI Support <support@susi.ie>
To: [REDACTED]

25 August 2025 at 15:03

Hello,

Thanks for contacting SUSI. A member of our Support Team will be in touch with you shortly.

For latest updates, check us out on Twitter @susihelpdesk and Facebook /suisupport.

Please do not respond to this email.

SUSI Support Team

This inbox is for student enquiries. For details of our other inboxes please see <https://susi.ie/contact/>

Dia Dhuit,

Go raibh maith agat ar son teagmháil a dhéanamh le SUSI. Beidh ball den fhoireann tacaíochta i dteagmháil leat go luath.

Ar son an t-eolas is déanaí, seicáil muid amach ar Twitter @susihelpdesk agus Facebook /suisupport.

Na tabhair freagra ar an ríomhphost seo le do thoil.

Foireann tacaíochta SUSI

Tá an bosca isteach seo le haghaidh fiosrúcháin ó mhic léinn. Le haghaidh sonraí ar ár mboscaí isteach eile féach le do thoil <https://susi.ie/dean-teagmhail/?lang=ga>

(25/08/2025 03.03 PM)

Dear Mr Tang,

I am not prepared to accept the way my SUSI application is being handled. It has been sitting at “queued for final assessment” since 11 August 2025. That is almost four months since submission, and it is obvious that these delays are obstructing my chance to take up my college place this year.

Let me be clear: I am not having this. I will not accept being pushed aside by silence and delay.

I require:

A clear explanation for this delay; and

A definite date by which my decision will be issued.

If this is not provided immediately, I will escalate the matter to the Ombudsman, my elected representatives, and the media. I will not allow SUSI to quietly block my right to education

through inaction.

I expect a full written response within 48 hours.

Sincerely,
Steven Condra
Phone: [REDACTED]
Email: [REDACTED]

On Mon 25 Aug 2025, 10:29 David Tang (OMB), <[link removed]> wrote:

Dear Steven,

I do empathise with your situation and have tried to assist thus far in any way that the remit of this Office allows. Please note that I have tried to offer this assistance directly without assigning your case to an investigator. Assignment to an investigator could take a number of weeks and will result in the investigator in question providing you with largely the same response. However I have also clarified the Ombudsman's role and remit in such cases clearly to you and at length.

Please note, in relation to the previous years you mention and the complaint you had made to this Office regarding same, my closing letter to you on that complaint noted that your complaint was not upheld as I could not find that SUSI's actions were contrary to their existing policies etc. Central to my position on that case was your decision not to engage in SUSI's formal appeal process. In my discussions with SUSI, I was informed that at appeal stage, there was more discretion for an appeals officer to consider personal circumstances which might be preventing an applicant from meeting the necessary criteria as set out under the initial application process.

It remains the case that your specific circumstances could be considered more fully under that appeals process. Therefore, SUSI have a reasonable procedure for resolution in place to deal with your case. In these circumstances, the Ombudsman could not find the actions of SUSI unreasonable if you have chosen or opted not to engage with the resolution procedure which has been made available to you.

From the email below, from SUSI to you, dated 21/08/25, SUSI have asked you again to engage with their appeals process. Can you please confirm if you have done this? If so, please provide me with a copy of the response received from the appeals office. If not, please do so and should you be unsatisfied with the response that you receive, you may forward me that response which I will then be in a position to pursue with SUSI to determine if their decision was reasonable or not.

I hope the information provided is clear and I hope that any appeal that you submit to SUSI will be successful.

Kind regards

David Tang
Senior Investigator
Office of the Ombudsman

From: Steven Condra <[link removed]>
Sent: Thursday 21 August 2025 23:35
To: David Tang (OMB) <[link removed]>
Subject: Re: Subject: SUSI Grant Application – Independent Residency and Homelessness

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 OGCI0 IT Service Desk.

Dear David,

As far as I know last year and the year before are still unresolved. You told me last year, that this would not happen this year. Read the following,.....

(21/08/2025 03.25 PM)

Hi Steven,

Thank you for your email.

SUSI can confirm that we received your 'Declaration of Documents Not Provided' form on 11

Steven Condra [REDACTED]
To: SUSI Support <support@susi.ie>

27 August 2025 at 10:52

I submitted my appeal on 24 August 2025. Could you please confirm how long it usually takes to receive a decision on an appeal, and when I can expect to hear back?

Thank you,

Steven Condra

Phone [REDACTED]

Email: [REDACTED]

[Quoted text hidden]

SUSI Support <support@susi.ie>

28 August 2025 at 09:31

Reply-To: SUSI Support <support@susi.ie>

To: [REDACTED]

(28/08/2025 09.31 AM)

Hi Steven,

Thank you for your email.

We wish to acknowledge receipt of your appeal for academic year 2025/26.

The Appeals Officer will notify you of the determination of your appeal in writing within 30 days.

Kind regards,

Eve

Student Universal Support Ireland

Information is provided for guidance only and does not guarantee eligibility for a student grant award.

To help improve our service you may receive a short survey about your experience today. We would be grateful if you could complete this.

(27/08/2025 10.52 AM)

I submitted my appeal on 24 August 2025. Could you please confirm how long it usually takes to receive a decision on an appeal, and when I can expect to hear back?

Thank you,

Steven Condra

Phone [REDACTED]

Email: [REDACTED]

(25/08/2025 03.03 PM)

Dear Mr Tang,

I am not prepared to accept the way my SUSI application is being handled. It has been sitting at "queued for final assessment" since 11 August 2025. That is almost four months since submission, and it is obvious that these delays are obstructing my chance to take up my college place this year.

Let me be clear: I am not having this. I will not accept being pushed aside by silence and delay.

I require:

A clear explanation for this delay; and

A definite date by which my decision will be issued.

If this is not provided immediately, I will escalate the matter to the Ombudsman, my elected representatives, and the media. I will not allow SUSI to quietly block my right to education through inaction.

I expect a full written response within 48 hours.

Sincerely,
Steven Condra

Phone: [REDACTED]

Email: [REDACTED]

On Mon 25 Aug 2025, 10:29 David Tang (OMB), <david.tang@ombudsman.ie> wrote:

Dear Steven,

I do empathise with your situation and have tried to assist thus far in any way that the remit of this Office allows. Please note that I have tried to offer this assistance directly without assigning your case to an investigator. Assignment to an investigator could take a number of weeks and will result in the investigator in question providing you with largely the same response. However I have also clarified the Ombudsman's role and remit in such cases clearly to you and at length.

Please note, in relation to the previous years you mention and the complaint you had made to this Office regarding same, my closing letter to you on that complaint noted that your complaint was not upheld as I could not find that SUSI's actions were contrary to their existing policies etc. Central to my position on that case was your decision not to engage in SUSI's formal appeal process. In my discussions with SUSI, I was informed that at appeal stage, there was more discretion for an appeals officer to consider personal circumstances which might be preventing an applicant from meeting the necessary criteria as set out under the initial application process.

It remains the case that your specific circumstances could be considered more fully under that appeals process. Therefore, SUSI have a reasonable procedure for resolution in place to deal with your case. In these circumstances, the Ombudsman could not find the actions of SUSI unreasonable if you have chosen or opted not to engage with the resolution procedure which has been made available to you.

From the email below, from SUSI to you, dated 21/08/25, SUSI have asked you again to engage with their appeals process. Can you please confirm if you have done this? If so, please provide me with a copy of the response received from the appeals office. If not, please do so and should you be unsatisfied with the response that you receive, you may forward me that response which I will then be in a position to pursue with SUSI to determine if their decision was reasonable or not.

I hope the information provided is clear and I hope that any appeal that you submit to SUSI will be successful.

Kind regards

David Tang

Senior Investigator

Office of the Ombudsman

From: Steven Condra [REDACTED]

Sent: Thursday 21 August 2025 23:35

To: David Tang (OMB) <david.tang@ombudsman.ie>

Subject: Re: Subject: SUSI Grant Application – Independent Residency and Homelessness

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 OGCI0 IT Service Desk.

Dear David,

As far as I know last year and the year before are still unresolved. You told me last year, that this would not happen this year. Read the following,.....

(21/08/2025 03.25 PM)

Hi Steven,

Thank you for your email.

SUSI can confirm that we received your 'Declaration of Documents Not Provided' form on 11

Steven Condra [REDACTED]

28 August 2025 at 11:37

To: SUSI Support <support@susi.ie>, "David Tang (OMB)" <david.tang@ombudsman.ie>

Subject: Immediate Appeal Decision Required – Registration 5 September

Dear SUSI Appeals,

I will not accept the disgraceful delays in the handling of my grant application and appeal. My application has been sitting idle since April, marked as "queued for final assessment" since 11 August, and only after months of silence have you now told me that an appeal could take another 30 days. That is beyond unacceptable.

Let me be absolutely clear: my college registration is on 5 September. If you refuse to issue a decision before then, you are deliberately putting my education in jeopardy. The problem is yours, not mine. I have complied fully with every requirement, and I will not tolerate being punished for SUSI's failure to act in a timely manner.

I am therefore demanding:

A full and final determination of my appeal before 5 September 2025.

Immediate written confirmation that my case is being prioritised without further excuses.

If this is not provided, I will escalate immediately to the Ombudsman, my elected representatives, and the national media. You are obstructing my right to education through delay, and I will hold SUSI directly responsible.

I expect an urgent written response.

Sincerely,
Steven Condra
Phone: [REDACTED]
Email: [REDACTED]

[Quoted text hidden]

SUSI Support <support@susi.ie>
Reply-To: SUSI Support <support@susi.ie>
To: [REDACTED]

4 September 2025 at 15:52

(04/09/2025 03.52 PM)

Hi Steven,

Thank you for your email.

The SUSI Appeals Officer has considered your appeal and has determined that further documents will be required in order to make a decision.

You have been sent correspondence by post dated 3 September 2025 outlining the following –

The evidence of independent residency submitted to date is insufficient. If you are unable to provide sufficient evidence of independent residency in your own name you can alternatively supply your birth certificate/evidence of legal guardianship as applicable to you, evidence of your parent(s)' or legal guardian(s)' address and evidence of your own address to demonstrate that you did not ordinarily reside with them from the October prior to your point of entry to your course.

Please download the '[Independent Student not Ordinarily Resident with Parents](#)' form from www.susi.ie and return the relevant documents with the completed form to SUSI at the address provided.

You have also been asked to provide evidence of your previous and current education. Please return all requested documentation by 17 September 2025.

A soft copy of the correspondence dated 3 September 2025 is available in your SUSI student portal, in the 'My Letters' tab.

Kind regards,

Eve

Student Universal Support Ireland

Information is provided for guidance only and does not guarantee eligibility for a student grant award.

(28/08/2025 11.38 AM)

Subject: Immediate Appeal Decision Required – Registration 5 September

Dear SUSI Appeals,

I will not accept the disgraceful delays in the handling of my grant application and appeal. My application has been sitting idle since April, marked as “queued for final assessment” since 11 August, and only after months of silence have you now told me that an appeal could take another 30 days. That is beyond unacceptable.

Let me be absolutely clear: my college registration is on 5 September. If you refuse to issue a decision before then, you are deliberately putting my education in jeopardy. The problem is yours, not mine. I have complied fully with every requirement, and I will not tolerate being punished for SUSI’s failure to act in a timely manner.

I am therefore demanding:

A full and final determination of my appeal before 5 September 2025.

Immediate written confirmation that my case is being prioritised without further excuses.

If this is not provided, I will escalate immediately to the Ombudsman, my elected representatives, and the national media. You are obstructing my right to education through delay, and I will hold SUSI directly responsible.

I expect an urgent written response.

Sincerely,
Steven Condra

Phone [REDACTED]

Email: [REDACTED]

[Quoted text hidden]

Steven Condra [REDACTED]
To: "David Tang (OMB)" <david.tang@ombudsman.ie>

4 September 2025 at 18:43

[Quoted text hidden]

Steven Condra [REDACTED]
To: SUSI Support <support@susi.ie>
Cc: "David Tang (OMB)" <david.tang@ombudsman.ie>

7 September 2025 at 00:54

Subject: Appeal Response – Independent Student Evidence

Dear Eve,

I am writing in response to your email of 4 September regarding my appeal.

I need to be absolutely clear: I have already submitted extensive documentation, followed the procedures exactly as advised by both SUSI and the Ombudsman, and I completed my registration for college on 6 September. I am ready to begin my studies.

I cannot and will not provide parental documents. At 53 years of age, estranged from my parents for many years, it is unreasonable and inappropriate to continue insisting on information from them. I have demonstrated my independent living circumstances to the fullest extent possible, including during periods of homelessness in 2023 when conventional proof does not exist.

To keep demanding “more evidence” of the same kind is not a fair process. It ignores my circumstances and places me in an impossible position. The evidence I have provided should be sufficient, and my application must now be assessed on that basis.

I need written confirmation that I will not be placed in the position I was before — starting college only to be forced out weeks later because of SUSI's delays and repeated demands. That outcome is unacceptable and would be a direct obstruction of my right to education.

Please confirm that my application will now proceed without any further unreasonable requests for documents I cannot supply.

Kind regards,
Steven Condra
[Quoted text hidden]

Steven Condra [REDACTED]
To: "David Tang (OMB)" <david.tang@ombudsman.ie>

7 September 2025 at 01:35

Subject: Appeal Response – Independent Student Evidence

Dear Eve,

I am writing in response to your email of 4 September regarding my appeal.

I need to be absolutely clear: I have already submitted extensive documentation, followed the procedures exactly as advised by both SUSI and the Ombudsman, and I completed my registration for college on 6 September. I am ready to begin my studies.

I cannot and will not provide parental documents. At 53 years of age, estranged from my parents for many years, it is unreasonable and inappropriate to continue insisting on information from them. I have demonstrated my independent living circumstances to the fullest extent possible, including during periods of homelessness in 2023 when conventional proof does not exist.

To keep demanding “more evidence” of the same kind is not a fair process. It ignores my circumstances and places me in an impossible position. The evidence I have provided should be sufficient, and my application must now be assessed on that basis.

I need written confirmation that I will not be placed in the position I was before — starting college only to be forced out weeks later because of SUSI's delays and repeated demands. That outcome is unacceptable and would be a direct obstruction of my right to education.

Please confirm that my application will now proceed without any further unreasonable requests for documents I cannot supply.

Kind regards,
Steven Condra

[Quoted text hidden]

SUSI Support <support@susi.ie>
Reply-To: SUSI Support <support@susi.ie>
To: [REDACTED]

11 September 2025 at 17:20

(11/09/2025 05.20 PM)

Hi Steven,

Thank you for your email.

We have shared the contents of your mail of 7 September 2025 with the SUSI Appeals Officer and communicated your request for a determination on your appeal.

Kind regards,

Eve

Student Universal Support Ireland

Information is provided for guidance only and does not guarantee eligibility for a student grant award.

To help improve our service you may receive a short survey about your experience today. We would be grateful if you could complete this.

(07/09/2025 12.54 AM)

Subject: Appeal Response – Independent Student Evidence

Dear Eve,

I am writing in response to your email of 4 September regarding my appeal.

I need to be absolutely clear: I have already submitted extensive documentation, followed the procedures exactly as advised by both SUSI and the Ombudsman, and I completed my registration for college on 6 September. I am ready to begin my studies.

I cannot and will not provide parental documents. At 53 years of age, estranged from my parents for many years, it is unreasonable and inappropriate to continue insisting on information from them. I have demonstrated my independent living circumstances to the fullest extent possible, including during periods of homelessness in 2023 when conventional proof does not exist.

To keep demanding “more evidence” of the same kind is not a fair process. It ignores my circumstances and places me in an impossible position. The evidence I have provided should be sufficient, and my application must now be assessed on that basis.

I need written confirmation that I will not be placed in the position I was before — starting college only to be forced out weeks later because of SUSI's delays and repeated demands. That outcome is unacceptable and would be a direct obstruction of my right to education.

Please confirm that my application will now proceed without any further unreasonable requests for documents I cannot supply.

Kind regards,
Steven Condra

[Quoted text hidden]

Steven Condra [REDACTED]
To: SUSI Support <support@susi.ie>

17 September 2025 at 12:46

I have requested the information you asked for from both colleges. I am waiting for replies. It is worth noting that you already have all this information sent to you last year and the year before also. Please advise me on how we proceed.

Kind regards
Steven Condra
[Quoted text hidden]

SUSI Support <support@susi.ie>
Reply-To: SUSI Support <support@susi.ie>
To: [REDACTED]

19 September 2025 at 13:15

(19/09/2025 01.15 PM)

Hi Steven,

Thank you for your email.

Your appeal for academic year 2025/26 has been refused by the SUSI Appeals Officer. A letter confirming this decision dated 15 September 2025 has been sent to you by post. A soft copy is also available to view in your SUSI student portal.

You have the right to appeal this decision further to the Student Grants Appeals Board (SGAB) within 30 days. Appeals to the SGAB can be made online at <https://www.studentgrantappeals.ie/>

Kind regards,

Eve

Information is provided for guidance only and does not guarantee eligibility for a student grant award.

To help improve our service you may receive a short survey about your experience today. We would be grateful if you could complete this.

(17/09/2025 12.46 PM)

I have requested the information you asked for from both colleges. I am waiting for replies. It is worth noting that you already have all this information sent to you last year and the year before also. Please advise me on how we proceed.

Kind regards
Steven Condra

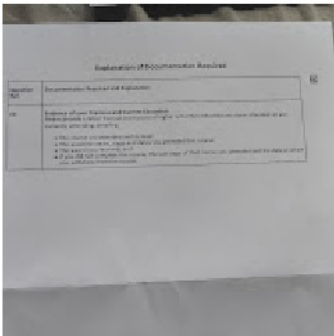
[Quoted text hidden]

Steven Condra [REDACTED]
Draft To: SUSI Support <support@susi.ie>

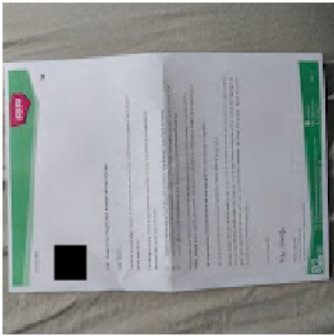
21 September 2025 at 15:33

[Quoted text hidden]

2 attachments



1000018940.jpg
4753K



1000018939.jpg
7105K