



Steven Condra [REDACTED]

**Fw: Formal Complaint ? Lack of Support and Respect from Waterford Office**

1 message

**LAB Complaints** <complaints@legalaidboard.ie>  
To: stevencondra1971@gmail.com

28 April 2025 at 09:54

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 24th of April 2025. To help us process your complaint, I would be much obliged if you could please fill in the attached complaints form and return it back to us within 5 days. You can return the completed complaints form either via email or by post. Once we receive the filled in complaint form your complaint will be forwarded to the relevant decision maker.

If you have difficulties in completing the attached complaint form or do not want to complete a complaint form please revert back to this email and we will process your complaint as per your email dated 24th of April 2025.

More information in relation to our complaint procedure and customer care can be found in the attached information leaflet.

Kind Regards

Christopher Flynn  
Complaints Officer

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](mailto:complaints@legalaidboard.ie)), in order to ensure there is a clear record of the communication.

Please quote "Re: Complaint\_Ref-(4714736), (Law Centre ref 4587315)" in all correspondence to ensure information all details are placed on file.

*Complaints Officer*

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**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)

From: "Steven Condra" [REDACTED]  
To: [info@legalaidboard.ie](mailto:info@legalaidboard.ie)  
Date: 24/04/2025 15:43  
Subject: Formal Complaint – Lack of Support and Respect from Waterford Office

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

Dear Legal Aid Board,

YOUR REF: 4587315

Due to the lack of what I feel is support and help from the Waterford office, I contacted the head office this morning.

During a call with Sinead, I asked her to stop cutting me off while I was speaking, and she hung up. When I called back, I was given a number for customer complaints, which turned out to be the Smithfield office in Dublin. This shows a total lack of respect and care for a client.

This incident occurred after I had already received a letter from the Legal Aid Board citing a lack of evidence for my case. This directly contradicts the initial meeting with your solicitor, who described my case as "massive." I have since spoken to several other professionals, including solicitors, who all agree that I have a

strong case.

I feel as if I'm just being blown off by the State. As a State body, is it reasonable for me to assume that you will do everything possible not to take action against your employer? Because that is how this looks. I also wish to make it clear that if these issues are not properly addressed, my intention is to respectfully present myself before an honourable judge of the high court and explain my situation directly. This is not done lightly — I genuinely believe my circumstances are a matter of life and death, and I have exhausted all other avenues seeking help and justice.

Please confirm receipt of this email and let me know how you intend to address these serious concerns.

Sincerely,  
Steven Condra

"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](mailto:postmaster@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 Dlíthiúil 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](mailto:postmaster@legalaidboard.ie)".

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### 3 attachments

 [Complaint Form.docx](#)  
40K

 [Information Leaflet Customer Care and Complaints Procedure 2024.pdf](#)  
51K

 [Complaint Form.pdf](#)  
38K