



Steven Condra [REDACTED]

Ongoing SUSI Issues

2 messages

Steven Condra [REDACTED]

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

13 June 2025 at 11:16

Hi David,

I hope this email finds you well.

I'm experiencing very similar issues with SUSI again this year. I applied within a few days of the application process opening and submitted the requested paperwork (e.g., proof of residency) about four or five weeks ago.

When I contacted SUSI last Tuesday, as I couldn't see any progress online. I was told they had written to me a month ago — but I've received nothing. The person on the phone then claimed she couldn't find my application, until I gave her my W number again. Once she located it, she began making excuses.

As you know, this has been an ongoing issue for the past two years, even forcing me to leave college previously. I've given them everything — including documentation from McGuire House and any other relevant details. I have no idea what they're still looking for, because they haven't sent any follow-up or official requests.

I'm not going through this for a third year in a row.

Please get back to me when you can, David. I've had enough of these so-called state bodies.

Kind regards,

Steven Condra

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

17 June 2025 at 14:03

To: Steven Condra [REDACTED]

Hi Stephen,

Firstly, apologies for not getting back to you until now. As you know, I have responsibility for all of the investigations in this Office and so do not generally deal with individual cases.

I have contacted our SUSI liaison to try and determine what the issue is with your application. She clarified the following:

- Proof of address is not the same as proof of independent residence.
- They specifically need documentation supporting the fact that you were independently resident in October 2023, which if I recall, was a period that you were not engaged with homeless services but were staying on friends couches.
- In that regard, the documentation required could be a letter from homeless services confirming when exactly you engaged with them and explaining that just prior to that, you were staying with friends and could no longer stay with them. You could also ask the people you were staying with at that time for a letter and if you have any documentation showing you staying at that address at that time – that might also be of assistance.

Ultimately, SUSI are seeking to determine that you were not living at home for that period ie. you were living independently. In that regard, while I understand that obtaining a letter confirming you were not

living at home may not be a viable option for you, it would ultimately be a strong support for your application. All this can be used by SUSI as evidence that you were independently resident at that time and therefore meet that requirement of the Scheme.

In addition, please, if possible, provide SUSI with a letter from the college stating when you commenced and ceased the course last year.

Once you have submitted the documentation, even if the documentation you provide is not sufficient and your application is unsuccessful, please engage with the follow up review process which is available to all applicants. As I informed you previously, SUSI can use this stage of the process to take other information into account and investigate the matter further themselves, in order to try and help you access the Scheme.

I have set out this Office's remit to you previously and I cannot ask SUSI to waive this stage of the process, especially if it is a feasible option to allow you to access the Scheme. Please note, this is not a complaint investigation. In light of your difficulties in accessing the Scheme last year, I am simply attempting to offer you some assistance in clarifying SUSI's position and requirements. If you wish to make a complaint you must first complain to SUSI and give them the opportunity to address your concerns directly. If you are not satisfied with their response, you can submit a complaint to this Office via the normal channels – online or via complaints@ombudsman.ie.

However, I do urge you to do your best to obtain and submit the documentation mentioned above and to pursue each stage of the application process available to you.

Kind regards

David Tang
Senior Investigator
Office of the Ombudsman

From: Steven Condra [REDACTED]
Sent: Friday 13 June 2025 11:17
To: David Tang (OMB) <david.tang@ombudsman.ie>
Subject: Ongoing SUSI Issues

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]