



Steven Condra [REDACTED]

RE: Fwd: please help Case Number: OMB-153094-K3G3V4

1 message

OMB Ombudsman Complaints <complaints@ombudsman.ie>
To: "Condra, Steven" [REDACTED]

24 October 2024 at 14:41

Hi Steven,

Good speaking to you today.

As discussed, please proceed to ask SUSI for a review of their recent decision in relation to your grant application and I will contact SUSI in the coming days and attempt to progress the matter further.

Thanks for taking the time and I will be in touch with you shortly.

Kind Regards

David

David Tang | Senior Investigator | Office of the Ombudsman | 6 Earlsfort Terrace | Dublin 2 | D02 W773

Oifig an Ombudsman | 6 Ardán Phort an Iarla | Baile Átha Cliath 2 | D02 W773

[✉ david.tang@ombudsman.ie](mailto:david.tang@ombudsman.ie) | [☎ \(+353-1\) 639 5653](tel:+35316395653) | [085 860 2675](tel:+3538602675)

----- Original Message -----

From: Condra, Steven;

Received: Tue Oct 22 2024 19:57:10 GMT+0100 (Irish Standard Time)

To: Complaints, Ombudsman; Ombudsman Complaints;

Subject: Fwd: please help

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.

----- Forwarded message -----

From: **Steven Condra** [REDACTED]

Date: Tue, 22 Oct 2024 at 17:47

Subject: please help

To: <communications@ombudsman.ie>

Hello,

My name is Steven Condra. I was injured at work in 2021 and could not return to work. I have been homeless ever since.

I am trying to better myself and I have enrolled in SETU. Student number 20105977. SUSI are refusing to engage with me in any meaningful way, they only demand paperwork I can't provide, because I am homeless. I am now in a position where I probably have to leave college for the second year in a row because of the exact same problems with SUSI. They have asked me to provide documentary evidence that I was homeless in 2023. They want me to prove a negative. This is impossible. I only had care off addresses which the DSP provided.

They will only accept utility bills.

Fees kick in on the first of November, if I don't have this problem solved by then I will most likely have to abandon my education.

I have just got off the phone speaking to a supervisor who doesn't know how or what form the documentation I need takes and cannot advise me in any way at all. I have given them a letter from the DSP, no good they say. I am an Irish citizen and don't deserve to be treated like this. Can you please get back to me at your earliest convenience and let me know what can be done about this.

I have copied and pasted a couple of messages from SUSI in messenger below. I highlighted some humiliating wording from SUSI. They only repeat over and over, the same things.

A very distressed citizen

Steven Condra

Phone [REDACTED]

SUSI [REDACTED]

CAO: [REDACTED]

Hi Steven,

Thank you for your message.

If you cannot supply any documents to confirm independent residency and you proceed with your application as an independent student, your application will be refused. This does not mean you have been refused because you are homeless.

You can appeal the decision and your case will be reviewed by SUSI's Appeals Officer, however there is no guarantee that an appeal will lead to the decision being overturned.

Further details on student grants can be found on our website www.susi.ie

I hope this helps.

Kind regards,

Erica

SUSI Support Desk

Hi Steven,

Thank you for your message.

If you cannot supply any documents to confirm independent residency and you proceed with your application as an independent student, your application will be refused. Your application will be refused due to insufficient documentation not because you are homeless.

We ask for documentation to verify details that we are unable to do via our data-sharing arrangements with other government departments and agencies.

You can appeal the decision and your case will be reviewed by SUSI's Appeals Officer. They may seek further information, for example, proof of your parents' address and proof of your address to satisfy that both parties are living separately.

However, there is no guarantee that an appeal will lead to the decision being overturned.

The SUSI appeal form can be downloaded using the link below -

<https://www.susi.ie/applications-in-progress-next-steps/appeal-your-grant-decision/>

Further details on student grants can be found on our website www.susi.ie

I hope this helps.

Kind regards,

Erica

SUSI Support Desk