



Steven Condra [REDACTED]

**Complaint\_Ref-(4779999), (Law Centre ref 4587315)**

3 messages

LAB Complaints &lt;complaints@legalaidboard.ie&gt;

To: [REDACTED]

6 August 2025 at 09:00

Dear Mr Condra,

I hope this email finds you well. I am writing in relation to the complaint you filed on the 20th of June 2024.

Please find attached the decision of your complaint from Managing Solicitor, Aidan Lynch.

I have also attached a further copy of our complaint's procedures, previously sent to you, where you will find further details should you be dissatisfied with the decision.

Sincerely,

Christopher Flynn

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 "Complaint ref (4779999), (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)

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"Tá an t-eolas tarchurtha beartaithe don duine nō aonán amháin a seoladh an teachtaireacht chucu agus d'fhéadfadh ábhar rúnda agus/nó pribhléideach a bheith i gceist. Tá cosc ar atarchur, scaipeadh nō úsáid an eolais, nō beart ar bith a thógáil ag brath ar an eolas seo, ag daoine nō aonáin nach iad an faighteoir beartaithe. Más trí earráid go bhfuair tú an teachtaireacht seo, déan teagmháil leis an seoltóir le do thoil agus scrios an t-ábhar ó ríomhaire ar bith. Is é beartas an Bhoird um Chúnamh Dlíthúil seoladh ábhair atá maslach a dhicheadú agus má mheasann tú go bhuil an t-ábhar atá cuimseáil sa teachtaireacht maslach, ba chóir duit teagmháil láithreach a dhéanamh leis an seoltóir agus le [postmaster@legalaidboard.ie](mailto:postmaster@legalaidboard.ie)".

**2 attachments**

Complaint Decision.docx  
13K

Information Leaflet Customer Care and Complaints Procedure 2024.pdf  
51K

Steven Condra [REDACTED]

To: LAB Complaints &lt;complaints@legalaidboard.ie&gt;

6 August 2025 at 11:58

Subject: Request for Internal Review of Complaint – Ref 4779999 (Law Centre 4587315)

Dear Review Officer,

I am requesting an internal review of the handling of my complaint, under the Legal Aid Board's complaints procedure.

I received the decision from Managing Solicitor Aidan Lynch dated [insert date], which did not uphold my complaint. I request a review because the investigation and decision were incomplete and failed to address the core issues I raised.

1. Ignored the core matter of my complaint

My complaint clearly explained that I was seeking legal aid to hold Waterford County Council accountable for placing me in accommodation with known paedophiles, an experience that caused me serious harm.

The complaint decision does not mention this at all, even though it was the central reason for my application and complaint.

2. Ignored misleading communication

I was told "yes" on two separate occasions regarding my application(s), and later received a letter of refusal.

The complaint decision does not address or explain this change, which is a clear procedural failure.

### 3. Incomplete and unsatisfactory investigation

The decision simply states that Ms. Phelan acted "professionally," without addressing the specific harms, miscommunication, and mishandling I raised.

By failing to acknowledge or examine the central issues, the decision is defective and unfair.

I am therefore requesting that the Review Officer conduct a full and proper review of the handling of my complaint, ensuring that all the facts and concerns I raised are actually addressed.

Thank you for your attention to this review request.

Sincerely,  
Steven Michael Condra  


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

6 August 2025 at 12:59

Dear Mr Condra

I acknowledge receipt of your email received on the 6th of August 2025.

Your review request shall be sent to the Regional Manager for investigation.

Once the review decision is ready, we shall be in contact with you.

Kind Regards,

**Christopher Flynn**

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-(4779999), (Law Centre ref 4587315)" in all correspondence to ensure information all details are placed on file.

**Complaints Officer**

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From: "Steven Condra" [REDACTED]  
To: "LAB Complaints" <[complaints@legalaidboard.ie](mailto:complaints@legalaidboard.ie)>  
Date: 06/08/2025 11:58  
Subject: Re: Complaint\_Ref-(4779999), (Law Centre ref 4587315)

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