

To the Chair and Members of the Public Participation Network

18 April 2024

Dear Chair and Members of the PPN,

I would like to introduce myself and my Office to you. My role as Ombudsman is to examine complaints from people who feel they have been unfairly or unreasonably treated by a public service provider in Ireland. We can examine complaints against most organisations that deliver public services. These include government departments, local authorities, the HSE, nursing homes and publicly funded third level education bodies. We also aim to improve the quality of the delivery of public services generally.

I am an admirer of the excellent work being done by PPNs in building a network of community, social inclusion and environmental groups who work at local level. I believe your role of empowering and assisting groups to participate in society and local decision making is very important. It is also relevant to our work.

I believe it is essential that anyone who needs or would benefit from our service knows what we do and how to contact us. To ensure this I am expanding our proactive engagement with community groups, advocacy groups, marginalised groups and individuals.

I am contacting you to know if your PPN would be interested in working with us to improve awareness of the role of the Ombudsman and the benefits of our work to people in your area. We would welcome an opportunity to discuss this with you. We are open to any opportunities that might present. For example, last year my colleagues and I participated in Kildare Social Inclusion. We found this to be mutually beneficial.

We are also working in cooperation with the Department of Rural and Community Development on how to extend our outreach.

We would welcome the opportunity to discuss any collaboration ideas you might have. If you would like to find out more or to discuss the contents of this letter please contact my colleague, our Head of Communications, Dave Nutley at 086 4120240 or email david.nutley@ombudsman.ie

Yours Sincerely,



Ger Deering
Ombudsman