

Access to Pobal Services for Persons With a Disability

The Disability Act, 2005 provides a statutory basis for making public services accessible. Sections 25, 26, 27 and 28 of the Act place obligations on public bodies to make their public buildings, services and information accessible to persons with a disability where this is practical and appropriate.

Insofar as it is practical, Pobal strives to make its services readily accessible to all persons, including persons with a disability. If a person with a disability encounters a difficulty in accessing any of Pobal's services we will do our best to assist in addressing that issue promptly. In the unlikely event that the issue cannot be resolved a formal complaints procedure also exists.

Making a Complaint about Access to Services

Section 26 (1) of the Disability Act, 2005 requires a public body to provide access to its services to persons with a disability where practical and appropriate. If a member of the public feels that Pobal in its provision of services discriminates against a person with a disability a complaint may be made to our Access Officer.

In accordance with section 26(2) of the Disability Act, 2005 Pobal has appointed an Access Officer to act as a point of contact for persons with a disability who may wish to access services provided by Pobal. The Access Officer is responsible for providing or arranging for, and co-ordinating assistance and guidance to persons with a disability accessing such services.

Access Officer Contact Details:

**Ms Lynda Morris
Human Resources,
Pobal
First Floor
Holbrook House
Holles St
Dublin 2**

**Tel: +353 (0) 1 511 7207
email: accessofficer@pobal.ie**

[Click here](#) for further information on the Disability Act 2005