



Oifig an
Rialaitheora Pleanála
Office of the
Planning Regulator

Making a complaint about a planning matter?

Make sure that you address your complaint to the correct organisation

Office of the Planning Regulator

The OPR is here to make sure the overall planning system is working effectively, efficiently and fairly. Our purpose is not to intervene in particular planning issues and matters that are for the relevant local authority or An Coimisiún Pleanála, but to examine the overall functioning of the system.

The OPR will **only** examine complaints where we are satisfied that the person making the complaint has firstly followed the relevant local authority's complaint procedures and, failing those, can prove to the OPR that their complaint concerns:

- regular and repeated breaches of planning legislation or policy as set out in relevant development plans and strategies at local, regional and national levels;
- significant failures in proper administrative procedures which result in serious diseconomies and inefficiencies in delivery of planning services to the general public; and
- existence of systemic discrimination or a risk of corruption.

You can make a complaint to the OPR at **www.opr.ie/information-on-complaints**



The OPR **will not** consider

- complaints in relation to the decision making of planning authorities in individual cases concerning the grant or refusal of planning permission or enforcement matters.
- complaints in relation to An Coimisiún Pleanála.
- complaints if reasonable steps have not firstly been taken to pursue the subject matter of the complaint with the relevant planning authority or to exhaust any appeal or review procedures available.
- complaint already under consideration by another body.

The OPR is not an appeals body in relation to decisions made by planning authorities. Individual planning decisions may be appealed to An Coimisiún Pleanála by any person that was a party to the planning case. There is no appeals mechanism in respect of decisions of An Coimisiún Pleanála.



An Coimisiún Pleanála

Further information on the appeals process and An Coimisiún Pleanála is available at **www.pleanala.ie**

Judicial Review



A decision made by either a planning authority or An Coimisiún Pleanála may be challenged in the High Court by making an application for Judicial Review. Independent legal advice should be sought when considering an application for Judicial Review.

Any person may contact a planning authority to seek information on, or to complain about, a planning matter. Requests are often made of planning authorities to investigate unauthorised development and this may result in enforcement action being taken by the planning authority.

An interactive map which links to the websites of the 31 local authorities in Ireland can be found at **www.lgma.ie/en/irish-local-government/**



Your Planning Authority

Office of the Ombudsman



The Office of the Ombudsman may examine complaints where a person is unhappy with how they have been treated by a local authority in the carrying out of everyday administrative activities.

In relation to planning, the Ombudsman may examine whether a planning authority has used its discretionary powers in a reasonable manner in relation to a decision not to pursue enforcement action or, an unreasonable delay in progressing enforcement action. The Ombudsman cannot examine a decision to grant or refuse planning permission or a decision made by the elected members of a local authority such as the adoption of a development plan.

Further information on the Ombudsman is available at **www.ombudsman.ie**