



Deputy Sorcha Clarke
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Dublin 2

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11th March 2026

Dear Deputy Clarke,

I refer to your Parliamentary Question 74268/25 of 17th December 2025:

“To ask the Minister for Children; Disability and Equality whether standards or service-level targets exist for his Department or bodies under the aegis of his Department, in responding to correspondence from members of local authorities; if compliance with such standards is monitored; the reasons for delays or failures to respond to correspondence from elected members; and the measures being taken to ensure more consistent and timely communication going forward.”

As set out in the Department’s Customer Service Action Plan and Charter, the Department seeks to acknowledge all written communications, including email, within 5 working days of receiving them, and provide a final reply within 20 working days. This includes communications from TDs, members of Local Authorities and members of the public. In cases where it is not possible to meet this timeframe, the Department will explain this to customers by way of an interim reply within the 20-day period. If the correspondence is for another Government Department or public body, we will, with consent, refer the correspondence on to them.

The position in respect of bodies under the aegis of the Department is set out below.

Adoption Authority of Ireland (AAI)

The AAI has advised that there are no specific service-level targets in place between the AAI and members of local authorities with regard to responding to correspondence. All correspondence is responded to in a timely manner.

The Office of the Director of Authorised Intervention, Tuam (ODAIT)

The Office of the Director of Authorised Intervention, Tuam (ODAIT) seeks to acknowledge written communications, including email, within 7 working days of receiving them and provide a final reply within 28 working days. In cases where it is not possible to meet this timeframe, it will be explained to correspondents by way of an interim reply within the 28-day period.



ODAIT has committed to meeting this timeline in respect of all written communications which would include correspondence received from local authorities. To date, there have not been any instances where ODAIT has been unable to meet these timelines, and as such ODAIT has not needed to take any measures to address consistency and timeliness of communication.

National Disability Authority (NDA)

The NDA's Customer Charter commits to acknowledging all general enquiries within 5 working days and either responding fully within 15 working days, or informing the person when a full reply will be provided. This includes any correspondence from local authorities.

I am advised that the Irish Human Rights and Equality Commission (IHREC), the Ombudsman for Children's Office (OCO) and Tusla, the Child and Family Agency will respond to you directly on this matter.

I hope that you find this information helpful.

Regards,

A handwritten signature in dark ink, appearing to read 'Norma Foley', is written over a horizontal line.

Norma Foley TD

Minister for Children, Disability and Equality