

**Q2i: Please consider each element of the draft MCHP outlined below and comment on any changes or additions.**

**Public bodies should demonstrate active learning from complaints.**

## HEALTH SECTOR

Organisation name	Response
Northern Ireland Ambulance Service	Agree. NIAS currently shares learning outcomes with the Department of Health, Public Health Agency, NIAS Board and internally with our Learning Outcomes Group.
Southern Health & Social Care Trust – email submission	<p>SHSCT acknowledges that the Complaints Standards Team intends to develop a range of training for public bodies to support senior managers, complaints managers and front line staff to manage complaints effectively and that you aim to make sure training is available in a range of formats to include face-to-face, online learning and self-directed e-learning.</p> <p>SHSCT would be grateful if NIPSO would consider Customer Service training to specifically include engagement with complainants who are using the complaints process incorrectly, Complaint investigation training and a broad spectrum eLearning package to cover all aspects of complaints handling. We would also be grateful if consideration be given to defining best practice within training modules, showing how it applies across health and social care.</p>
Southern Health & Social Care Trust – online submission	Learning and Improvement SHSCT notes the requirement to regularly publish complaint outcomes and user feedback. In SHSCT, a sample of these is included in the quarterly reports to the Patient & Client Experience Committee and in the Annual Service User Feedback Report. We should be grateful if NIPSO would indicate if there is an expectation of wider reporting in this regard.
Health & Social Care Board	Emphasis within the HSC Complaints Procedure is on learning from complaints and ensuring that where necessary policy or procedure changes to reduce the risk of recurrence.
NHS	No

Woodbrooke Medical Practice	No response to question.
HSC Trust Complaints Forum	Yes, agree that identifying and sharing learning from complaints is important.
Patient Client Council	The evidencing of learning from complaints would also demonstrate to clients that learning has taken place. As noted elsewhere in this response, many individuals who the PCC support report that the purpose of their complaint is to ensure other patients or families are spared the negative experiences they have had. A feedback loop for learning and improvement would hopefully provide a greater confidence in the public body and would evidence that complaints are indeed used as learning opportunities. We would welcome demonstrable experiential learning as a foundation for a Complaints Handling Model.
General Medical Council	We welcome HSC organisations having effective oversight of their complaint processes, i.e. monitoring patterns in decision making and evaluation of the learning and reflection from complaints. We believe HSC organisations must lead in developing open cultures, in which candour is encouraged and learning from errors is enabled.
Medical Protection Society	MPS agrees with this proposal as this is already a feature of the HSC Complaints Procedure (Section 4 Learning from Complaints).
CHASNI	Agree and that learning should also be published
Northern Health & Social Care Trust	No response to question.

## EDUCATION SECTOR

Organisation name	Response
Council for Curriculum, Examinations and Assessment (CCEA)	No response to question.
Spires Integrated Primary School	No response to question.
Belfast Metropolitan College	Agree. This reflects current practice.
South West Regional College	SWC agrees. This reflects current practice
Northern Regional College	Agree. This reflects current practice.
Education Authority - School Development Service	This is very important – the model schools’ procedure encourages schools to implement any recommendations made as soon as possible to demonstrate that learning has taken place. EA would be content to promote this in the model schools’ procedure.
Education Authority - Corporate Complaints Service	It is agreed that public bodies should have systems in place to act on issues identified in complaints. For example to try and seek to identify the root cause of complaints and to take action to reduce the risk of recurrence. If an organisation has identified the need for service improvement in response to an individual complaint, then appropriate action should be taken. It is suggested senior management review the information reported on complaints regularly to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. The EA would welcome guidance with the NIPSO on how they believe active learning from complaints should be demonstrated and whether they recommend active learning be published.
Council for Catholic Maintained Schools	No response to question.
Northern Ireland National Association for Head Teachers	No response to question.
Northern Ireland Council for Integrated Education	Absolutely. Some generic learning is possible across organisations, as well as in the individual organisations.
NI Teachers Collaborate	Agree. This reflects current practice.
South Eastern Regional College	Agree. This reflects current practice.

## HOUSING SECTOR

Organisation name	Response
Co-Ownership Housing Association	We agree that organisations should engage in active learning from handling complaints and should be in a position to demonstrate this. This is our practice at Co-Ownership currently.
Clanmil Housing Association	No response to question.
Choice Housing Association	As an organisation we are committed to good practice, continuous learning and improving the customer journey. Our Annual Review of complaints reports on many aspects of complaints and includes lessons learnt for continuous improvement. We feel our current Stage 2 Complaint process, which includes an independent panel consisting of tenant representatives, is a model of good practice. This provides a vehicle for the Association to hear our 'customer's voice' and to feed into our continuous journey of improvement and learning together.
Ark Housing Association	Agree and included within complaints response
Northern Ireland Housing Executive	The Housing Executive agrees that lessons learned are a vital element of any effective complaints process. Consideration of any lessons is part of every complaint which is received in the organisation. This information is shared with relevant internal staff. The Senior Management Team and Board receive reports on the categories of complaints received as well as learning identified. Policy teams play a key role in supporting complaint responses and this informs future policy development. Every single complaint receives a feedback form along with a copy of their response. As such the Housing Executive is supportive of the principle that public bodies should demonstrate active learning from complaints.
Northern Ireland Federation of Housing Associations	Agreed. Housing associations are committed to good practice, continuous learning and improving the customer journey. Annual Review of complaints reports on many aspects of complaints and includes lessons learnt for continuous improvement

## LOCAL GOVERNMENT

Organisation name	Response
Ards and North Down Borough Council	We would like to know how this is going to be measured.
Causeway Coast & Glens Borough Council	Agree. Feed complaints resolutions and learning into service improvement registers.
Lisburn & Castlereagh City Council	Agree with this point.
Newry, Mourne & Down District Council	Feedback can help inform policies and services. It can also improve customer satisfaction levels.
Fermanagh & Omagh District Council	Agreed.
Mid & East Antrim Borough Council	Council would support this concept. Additional regional guidance and training on Best Practice would be welcome.
Belfast City Council	Agree. This is fundamental to the councils culture of customer focused learning and gathering insight into customer journeys and experiences in a structured and transparent way, including from complaints
Antrim & Newtownabbey Borough Council	Yes, there are key learnings in the complaints process and our internal approach. This is something that can evolve and develop to ensure best practice and Customer satisfaction.
Mid Ulster Council	No response to question.
Northern Ireland Local Government Officer's Superannuation Committee	Agreed

## CENTRAL GOVERNMENT

Organisation name	Response
Department of Education	No response to question.
Department for Communities	No response to question.
Department for Justice	No response to question.
Department for Health	No response to question.
Department for Economy	Agreed.
National Museums NI	No response to question.
Land & Property Services	Agreed
Northern Ireland Audit Office	NIAO agrees with this proposal. Lessons learned from complaints should be issued to all staff.
Probation Board for Northern Ireland	PBNI agree strongly with this statement. Every complaint which is upheld or partially upheld contains an associated action plan and complaints staff make sure that progress against recommendations is monitored and recorded. The PBNI Complaints Officer meets with all Assistant Directors regularly to discuss learning for practice. In relation to a number of complaints over the past 5 years, PBNI has changed its practice as a result of learning from complaints. PBNI also regularly feeds into the internal Performance Practice and Research Unit which carried out internal audits of practice.
The Consumer Council Northern Ireland	See above. <a href="https://www.consumer council.org.uk/noted-sorted">https://www.consumer council.org.uk/noted-sorted</a> .
Charity Commission for Northern Ireland	In the interests of openness and transparency, it is important that public bodies demonstrate active learning from complaints and show a clear willingness to listen to the public, learn from where errors may have been made and improve for the future.

## OTHER

Organisation name	Response
Information Commissioner's Office	No response to question.
Scottish Public Services Ombudsman	This is a fundamental underpinning principle of good complaint handling practice. Many people who complain to a public service do so to drive learning and improvement and demonstrating that this occurs is a key way to improve confidence and trust in the bodies approach to complaint handling. Effective partnership groups support this model and promote self-evaluation and reflection.
Alliance Party	Lessons learnt from complaints should be used in training within public bodies and to ensure that high standards are maintained, highlighting areas where improvements are needed. There is a need for cooperation from the body that has received the complaint to ensure that they are proactive and timely with demonstrating active learnings from complaints.