

Quarterly Bulletin

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

Please follow the highlighted links for more on each story.



Supporting users experiencing vulnerability

We can all experience vulnerability at some point in our lives. People experiencing vulnerability can struggle to use public services, which can lead to them being disadvantaged.

Being mindful of this helps public service providers ensure that everyone's unique and individual needs are met.

We've developed a set of resources to help public bodies recognise when users need extra support to access their services.

Trust should have explained why it did not carry out Serious Adverse Incident Investigation



Investigation of a complaint against the Northern Health & Social Care Trust

Report Reference: 202003319

A woman whose father died after he removed his oxygen mask while in hospital complained that staff should have monitored him more closely. She also questioned why the Trust did not commission a review into the incident.

Complaint about DAERA investigation into waste management concerns

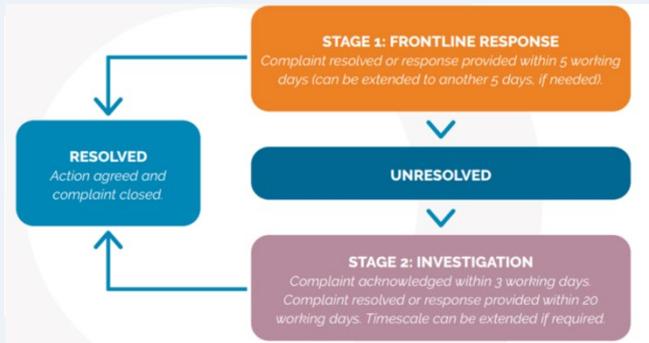


Investigation of a complaint against the Department for Agriculture, Environment and Rural Affairs

Report Reference: 202002457

A man said the Department of Agriculture, Environment and Rural Affairs failed to investigate his reports of unlawful activity by a waste management company. We upheld parts of the complaint.

Valuing complaints



We are continuing our work to improve the way complaints are handled in the public sector.

We recently held a session with the Housing Executive to discuss the value of good complaints handling. We are also setting up Networks with a range of bodies in health and social care to establish complaints standards for the sector.

Trust's visits to vulnerable patient were necessary for his safety



A woman complained that frequent home visits by carers caused her brother unnecessary stress and anxiety.

We found the visits were carried out in line with the relevant guidance and procedures. We did not uphold the complaint.

Engagement and outreach



We're always looking for opportunities to meet people and explain the role of the Public Services Ombudsman.

In May our staff were at the Balmoral Show, listening to people's concerns and talking about how we can help. Please get in touch if you would like our Engagement team to visit your voluntary or community group.

NIPSO – some frequently asked questions



- *What does NIPSO do?*
- *What can I complain about?*
- *Do I have to pay to make a complaint?*
- *What are 'Complaints Standards'?*

Our useful FAQ page answers all these questions and more. Click on the headline above to visit our website.