

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.

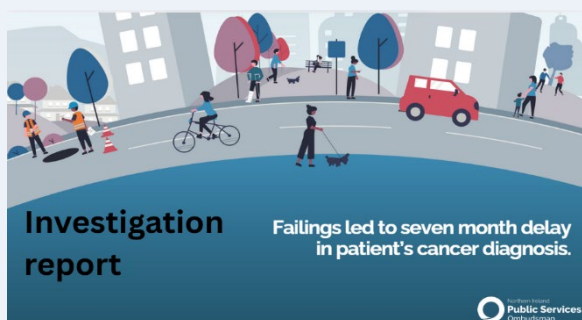


Ombudsman launches new complaint handling rules for health and social care sector

The new Model Complaint Handling Procedures were launched during the summer at an event which brought together health and social care leaders, service providers, academics and public representatives.

The standards introduce a two-stage process for the management of complaints, with a clear focus on listening, resolution, and learning.

Failings led to delay in cancer diagnosis



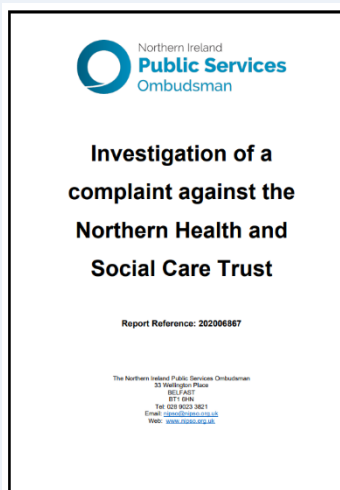
The Southern Trust failed to appropriately triage a referral from a patient's GP. It also did not tell the patient, or her GP, of its decision to downgrade the referral from urgent to routine.

Investigation into Northern Ireland Housing Executive



The Ombudsman has begun an investigation into how the Housing Executive deals with requests to repair and adapt its properties. The investigation will also examine how the organisation maintains its temporary accommodation.

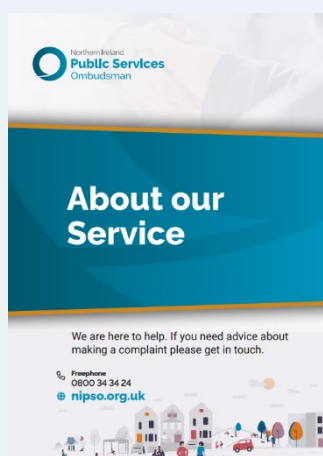
**Trust did not give patient enough time
to consider risks of surgery**



The Northern Trust should not have left it to the day of the surgery to explain to a patient the potential complications.

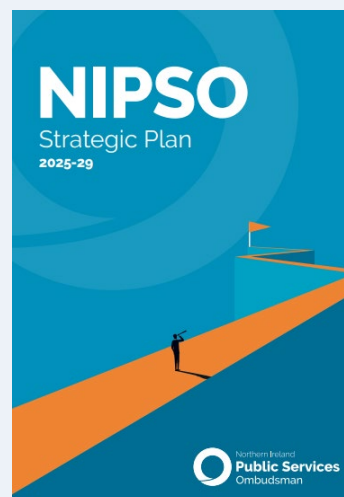
The patient said if she had known about the possible consequences she would not have gone ahead with the surgery.

About our service



Read our short guide on how we can help if you feel you've been treated unfairly by a public body. It explains what happens when we receive a complaint and the level of service you can expect from us.

NIPSO Strategic Plan 2025-2029



Our Strategic Plan for 2025-2029 focuses on accessibility, engagement and making a difference.

These themes are core to NIPSO, and help us to provide everyone in Northern Ireland with a route to justice.

Learning from complaints – a best practice guide



This guide is aimed at those in public bodies who have responsibility for helping their organisations learn from complaints. It encourages the development of open learning cultures when delivering public services.