

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.

MCHP

The **Health and Social Care**
Model Complaints Handling Procedure



Launch of complaint handling rules for the health and social care sector

We reached a significant milestone earlier this month when the new rules for dealing with complaints in the health and social care sector went live across Northern Ireland.

All organisations within the sector, including hospitals, social care services, and family practitioners such as GPs, dentists, and pharmacists now need to follow the simplified two-stage process.

Housing Association's complaint handling was 'poor and lacking in rigour'



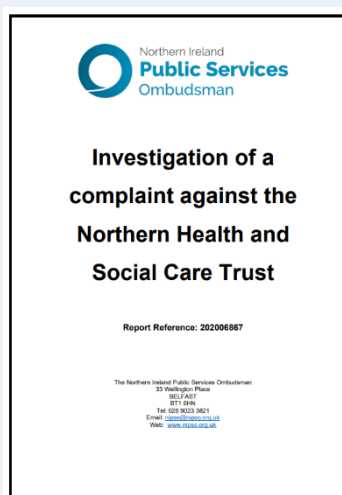
Clanmill Housing Association provided an appropriate response to some elements of a tenant's complaint. However, our investigation found that it prolonged the complaints process unnecessarily.

Trust apologises to complainant after temporary stent remained in place for 18 months



The Southern Trust said that additional measures put in place following our report had led to a significant reduction in its patient backlog.

Trust's actions to restrain and prevent patient leaving hospital were disproportionate



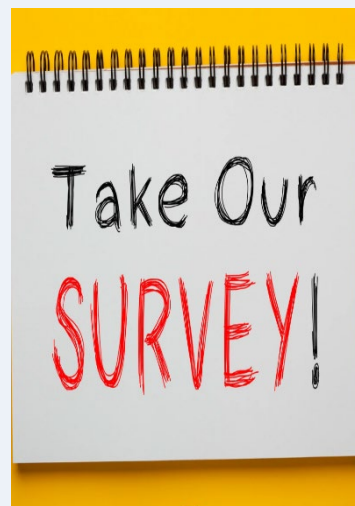
Our investigation found that the Northern Trust also failed to carry out a proper investigation when the patient complained about the incident in the grounds of Antrim Area Hospital.

Make a complaint via our online form



The easiest way to make a complaint to us is via our online form. Remember, the public body should normally have finished looking at your complaint before you fill out the form.

We need your feedback!



We are currently conducting three surveys to gather information to help us improve our service. These are a Public Awareness Survey, a Complainant Satisfaction Survey, and a Stakeholder Survey.

Invitation to tender



We have several new procurement opportunities across a range of office functions. If you are interested in working with us, please check out the options via the link above.