

Complaining about a public service: an equalities and human rights perspective

Tuesday 25 June 2019 – 10.00am

Parliament Buildings, Belfast

As part of our research into complaints handling in the public sector, we are hosting an event in Parliament Buildings on 25 June. The aim of the event is to explore the experience of complaining through an equalities and human rights lens. This event builds on the Ombudsman's longstanding commitment to bringing equality and human rights considerations into the work of the Office. Using a series of small group discussions with opportunities for feedback to the group as a whole, the event will explore questions such as:

- Is it more difficult for some people or groups to make a complaint about a public service?
- What is it about the process of making a complaint that challenges or deters particular groups from complaining about public services?
- What needs to be done to overcome these barriers and make it easier for everyone to make a complaint?

The event is aimed at those in a policy, research or advocacy capacity in organisations working with:

- Women
- Men
- Children & young people
- Older people
- LGBTQ+ people
- Carers
- Minority ethnic groups
- People with disabilities
- People experiencing homelessness
- People on low income
- Unemployed people

Feedback from this event will be included in the research report on complaints and complaints handling in Northern Ireland. It is also another step in developing our thinking about a complaints standards authority role for the Office, and will also help inform our approach to communications and outreach.

For further information about the event, contact Roisin Kelly or Andrew Ruston on:

communications@nipso.org.uk