

Quarterly Bulletin

May
2022

In this Bulletin we provide an update on our work to introduce common standards for complaints handling in the public sector. We also feature some of the latest investigations we have carried out over the last few months.

For more information on each story, please follow the highlighted links.



[Helping public bodies to improve complaints handling](#)

We want to help public bodies handle complaints well. Our complaints handling Statement of Principles aim to achieve common standards across the public sector.



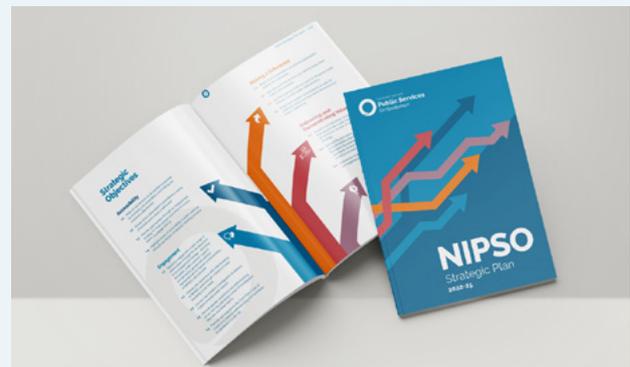
[Communications with patients on healthcare waiting lists](#)

We are asking the public for their help with our investigation into how Northern Ireland's Health and Social Care Trusts communicate with patients on waiting lists.



['Significant failures' over care of Downs Syndrome patient in Belfast City Hospital.](#)

The sister of a man with Downs Syndrome has received an apology from the Belfast Trust following our investigation into his treatment in Belfast City Hospital.



['Making a positive difference to people and public services in Northern Ireland'](#)

Our new Strategic Plan sets out our purpose, our values, and how we intend to carry out our work over the next 3 years.



Trust commended for level of care given to elderly patient

A man complained that his mother should not have been given a drug that led to her becoming confused and agitated. We found that the Trusts overall care of the patient was excellent, but partly upheld the man's claims that it didn't deal properly with his complaint.



Dental patient's treatment 'in-line with Covid-19 guidance'

A man claimed that his son should have been entitled to priority dental treatment during the early months of the COVID-19 pandemic. We did not uphold the complaint, finding that the treatment was not allowed within the restrictions at the time.

Online complaints form

Is the organisation you want to complain about within the Ombudsman's remit?

Banks, insurance companies or finance firms

The Ombudsman has no powers to investigate complaints about the issue you have selected. However, it is possible that the following organisation might be able to offer you further advice:

Financial Ombudsman Service

Making a complaint online

Our easy to use online complaints form tells you if we can accept your complaint, and gives advice on where to go if not.

“

The report I received back was pretty meticulous, and it took a long time to absorb, but I felt **relieved.**

I felt that I had got part of my life back.

”

Northern Ireland
Public Services
Ombudsman

Feedback from our users

We regularly receive feedback from people who have used our service. Click the link above to see some of their comments.



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