

# Quarterly Bulletin

September  
2022

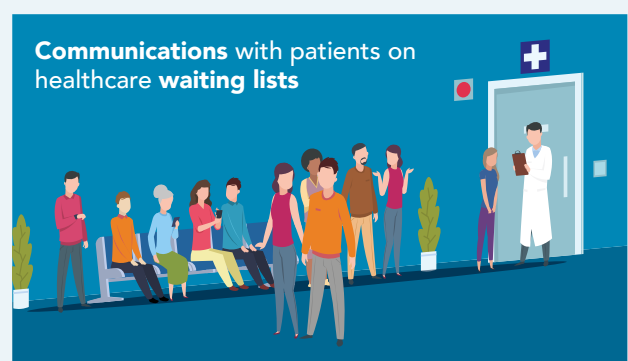
In this Bulletin we provide an update on our work to introduce common standards for complaints handling in the public sector. We also highlight some of the investigations we have carried out over the last Quarter.

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



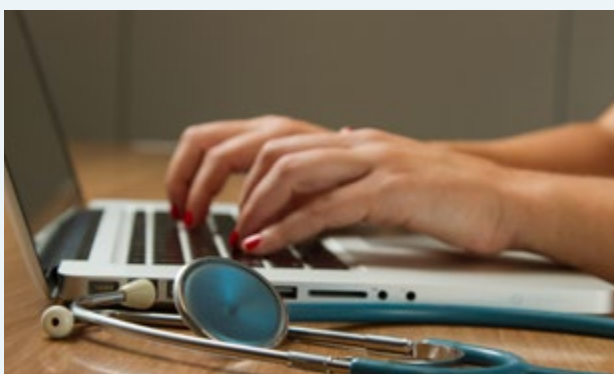
## [Helping public bodies to improve complaints handling](#)

We recently shared our new draft complaints handling procedures and a series of guidance documents with the local government sector. We also met with staff in health and social care to begin the roll out of the new procedures in this sector.



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

There was an excellent response to our survey on communications with people on health service waiting lists. Over 600 members of the public shared their experiences, and over 300 GPs. These are now being analysed as part of our Own Initiative Investigation.



## [Investigation into complaint about late diagnosis of patient's illness](#)

A woman questioned whether a GP Practice missed opportunities to identify her late mother's blocked intestine. We found no evidence of failures by the Practice.



## [Woman left 'shocked and distressed' after witnessing treatment of mother in care home](#)

We upheld a complaint about the way in which a care home resident was fed by staff, causing her to choke and vomit.



### [Housing Association apologises to tenant over handling of complaint](#)

We asked Choice Housing Association to review its Anti-Social Behaviour procedures, and to ensure its staff are aware of the importance of record keeping when conducting investigations.



### [University failed to explain findings of probe into bullying allegations](#)

Queen's University to apologise to student for failing to properly deal with her complaint of harassment by flatmates.

### [Investigation into claim that Trust's failure to spot sepsis led to amputation of patient's lower leg](#)

We found that a patient who was showing signs of sepsis should have been referred to a senior clinician in Altnagelvin Hospital. We asked for the Trust to apologise to the complainant, and to raise awareness of sepsis among junior doctors.



### [NIPSO joins other public sector bodies to discuss and debate LGBTQ+ policy](#)

As part of a series of Pride events, Ombudsman Margaret Kelly was invited to take part in a panel discussion about LGBTQ+ policy. She was joined by other leading public sector figures at an event hosted by William Crawley.



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