

Quarterly Bulletin

Winter
2021

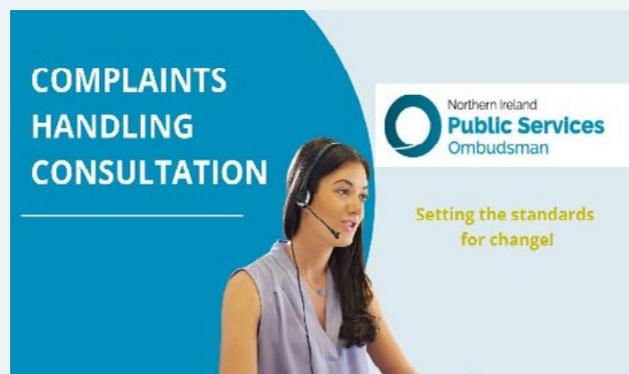
In this Bulletin we provide an update on our work to introduce common standards for complaints handling in the public sector. We also highlight some of our investigations from the last few months.

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



[Ombudsman's Report 2020-21](#)

The Ombudsman's Report for 2020-21, released last week, shows that we received 927 complaints during the year. The sector with the highest percentage was the health and social care sector, with 33% of all complaints.



[Improving public sector complaints handling](#)

We received over 100 responses to our consultation on plans for common standards across the public sector, and on our aim to simplify the process for all. These came from the public, advocacy groups, and public bodies.



[Woman's rates bill written off after Ombudsman intervention](#)

The owner of a cafe who wrongly received a rates bill for over £1,000 has had the bill reduced to zero following enquiries from our investigators.



[Ombudsman says that families of care home residents need more help and information](#)

Our report found that a health trust failed to adequately monitor the care and treatment of a resident of Dunmurry Manor care home.



Patient's treatment was 'reasonable and appropriate'

We found that a patient of the Royal Victoria Hospital, Belfast was treated appropriately when she went to the Emergency Department with stomach pains.



PIP and the value of further evidence – an update

The Department for Communities is to provide an action plan by the end of December 2021 setting out how our recommendations are being implemented.



Investigation into CCEA's handling of student's exam grade appeal

We found no maladministration in the Council for the Curriculum, Examination and Assessment's exam grade decision, but were critical of the system it had in place for receiving appeals.



Department of
Health

An Roinn Sláinte

Mánnystrie O Poustie

www.health-ni.gov.uk

Ombudsman's response to Duty of Candour consultation

Our response to the Department of Health's recent consultation sets out our views on both an individual and organizational duty of candour for Northern Ireland.

NIPSO Public Awareness Survey

Our recent Public Awareness Survey revealed high levels of confidence in our work and our ability to investigate complaints impartially. Read the report to find out more.



Northern Ireland

Public Services
Ombudsman

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