

3 January 2019

Investigation into a complaint against the Victims and Survivors Service.

A man complained that he had been falsely accused by the VSS of unacceptable behaviour towards its staff.

After investigating the complaint the Ombudsman decided that the VSS had acted according to its Unacceptable Behaviour policy, and decided not to uphold the allegation.

However, the Ombudsman noted that a VSS staff member, who was present at the meeting when the man allegedly used threatening behaviour, had not been spoken to by VSS investigators. She found that given the seriousness of the allegations, the VSS should have obtained this version of events.

She also found that that the VSS did not fully explain to the man why he had been given a warning. The letter sent to him did not clearly state what he was meant to have said or done, meaning that he could not fully respond to the allegations.

In addition, she found that the VSS did not conduct a fair or thorough investigation into the man's complaint about its actions.

The Ombudsman recommended that the VSS apologise to the man for the failures identified in her report.