

Quarterly Bulletin

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

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

[Complaints handling standards for Northern Ireland](#)



Deputy Ombudsman Sean Martin recently gave a presentation to the Belfast Trust on the importance of good complaints handling, and also provided an update on our complaints standards work.

[Launch of new NIPSO website](#)



We're pleased to announce the launch of our re-designed website, which includes an improved online complaints form and a more accessible layout to allow for searching and browsing of our investigation reports.

[Council to pay trader following 'unfair' procurement process](#)



We asked Causeway Coast and Glens Borough Council to refund a woman after we found it mismanaged an online procurement exercise.

[Housing Executive took two years to deal with resident's complaint](#)



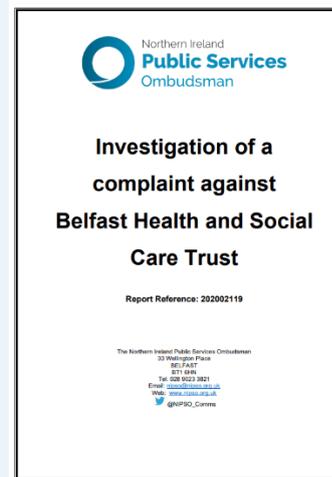
Our investigation of how a complaint was handled by the Northern Ireland Housing Executive concluded that it appeared 'unimportant' to the organisation to deal with complaints quickly and effectively.

Outreach and engagement with Northern Ireland’s freshers



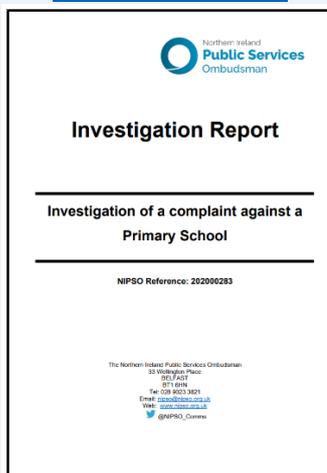
Our Engagement team spent three fantastic days talking to students at the recent Fresher’s events in Queen’s and Ulster universities.

Trust did not properly investigate theft of resident’s wedding ring



We made recommendations for service improvement after we found failings in the way the Belfast Trust investigated the theft of a care home resident’s wedding ring.

Complaint against a Primary School



The parents of a child with special educational needs said his school was not giving him the support he needed. We upheld their complaint.

Director of Governance and Support Services



Do you want to make a positive difference to people and public services? We’re looking for a new Director to join our Senior Management Team.

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