

Quarterly Bulletin

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

Please follow the highlighted links for more on each story.



'Significant failings' in care of service user with special needs

A man said his autistic son's health deteriorated because the Western Trust did not properly address his needs. Our investigation found that the Trust failed to provide a reasonable level of care and support to both the boy and his family over a 21-year period.

Helping to shape better public services



Our reports often make recommendations for change that can lead to policy adjustments and improve service delivery. We recently shared our insights and discussed a number of systemic issues within health and education with both the Assembly Health and Education Committees.

International conference – save the date



In late January we hosted a meeting of experts from across Europe to look at how ombudsman organisations can help refugees and asylum seekers engage with civil society. The event was held ahead of an international conference taking place in Belfast on March 20.

Trust acted fairly in denying man opioid addiction treatment

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Investigation into complaint about the South Eastern Prison Healthcare Trust

A man claimed that prison authorities unfairly denied him treatment for his opioid addiction. We did not uphold the complaint but made observations on the case for the Trust to consider going forward.

Category	Health & Social Care
Organisation	South Eastern Health and Social Care Trust
Decision	Not upheld
Case Reference	202204129
Issue Date	02 December 2024
Format	ODT / PDF

Available formats

- Investigation report - print friendly version (249.74 KB, pdf)
- Investigation report - accessible version (51.28 KB, odt)

Report recommendations

We encouraged the Trust to reflect on comments made by our independent specialist adviser on the monitoring of illicit drug use by prisoners.

A man claimed that prison authorities unfairly denied him treatment for his opioid addiction.

We did not uphold the complaint but encouraged the Trust to give consideration to comments made by our independent specialist advisor on the importance of monitoring illicit drug use by prisoners.

Complaints handling standards for Northern Ireland



Our work to help public bodies deal with complaints quickly and effectively is continuing. Best practice in complaints handling is now being followed across the local government sector, and we are working closely with organisations representing the health and social care sector through regular Network meetings.

Investigations into complaints about the Northern Ireland Housing Executive

Northern Ireland Housing Executive properly assessed man's housing application
20 January 2025

A man claimed he was treated unfairly by the Housing Executive when it rejected his application for a three-bedroomed house.

Investigation Report | Not upheld

Report recommends review of how the Northern Ireland Housing Executive handles complaints
30 October 2024

We upheld a man's complaint about the Housing Executive's failure to deal with his enquiries about emergency accommodation.

Investigation Report | Upheld

Housing Executive's repeated failure to deal with complaints 'deeply concerning'
30 October 2024

The Ombudsman has said she 'cannot ignore' the Housing Executive's continued poor response to concerns raised by its service users.

Filter our findings

- Central Government (25)
- Education (27)
- Health & Social Care (265)
- Housing (16)
- Local Government (24)

Filter by Type of Report

- Investigation Report (11)
- Case Summary (5)

Filter by Year

We recently published three investigation reports relating to the actions of the Northern Ireland Housing Executive.

In one case we found it properly assessed a man's housing application, but in two other cases were critical of how it dealt with service complaints made by its residents.

Employment opportunities at NIPSO

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NIPSO/PEO/10/25 - Policy and Engagement Officer
Northern Ireland Public Services Ombudsman

Temporary £34,524 - £35,712 (Under Review) Progressive House, Belfast

1 Position(s) Available Mon 10 February 2025 - 12:00

APPLY >

NIPSO/10/11/25 - Investigating Officer
Northern Ireland Public Services Ombudsman

Are you looking for a new challenge? Our unique role in providing oversight of public bodies makes NIPSO an exciting place to work.

We are currently recruiting for a new Investigation Officer, an Engagement Officer, as well as new members of our Audit and Risk Committee.