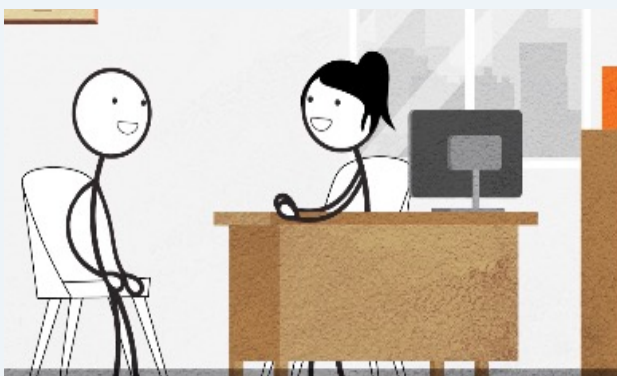


Quarterly Bulletin

Summer
2021

Items featured in this Quarter include our investigation into Personal Independence Payments (PIP), our consultation to help shape and improve complaints handling in the public sector, and examples of the investigations and cases we have managed over the last few months. For more information on each story, please follow the highlighted links.



[Creating standards for complaints handling in the public sector](#)

We have launched a consultation on our plans to improve how public bodies deal with complaints. We are proposing a set of standard procedures across the public sector, so that members of the public know what to expect when they make a complaint.



[Investigation finds many PIP claims rejected before all evidence assessed](#)

Our report into the role of further evidence in Personal Independence Payments (PIP) concluded there was systemic maladministration in the way that claims had been dealt with. It recommended a fundamental review of how further evidence is obtained, applied and communicated.



[Giving a voice to the voiceless](#)

The International Ombudsman Institute World Conference in May was on the theme of giving a voice to the voiceless. Ombudsman Margaret Kelly spoke about the range of complaints brought to us by older people, their families, and other advocates.



[Restraint and seclusion report](#)

Our report into the practice of restraint and seclusion in Northern Ireland highlighted a number of failures by schools. These included failures in informing parents about when the practice had been used, poor record keeping, and failures in investigating complaints properly.

Easy Read guides



Just a minute

We are Jam Card friendly and are committed to making our site and our services accessible for everyone. We want to encourage people with learning disabilities to complain if they are unhappy with a public service.

You can find out about our services and how to complain through our Easy Read guides at the bottom of this page.

Contact us if you need help to submit a public service complaint.

Just a minute!

We are JAM card friendly, and provide EasyRead guides on our website to help people with a learning disability submit a complaint about a public service.



New videos explain complaints issues across five key sectors

Our video guides explain the common issues raised in the 5 main sectors we investigate. We have produced videos for education, government, local authority, health and housing.



Council apologises to complainant over handling of planning application

We reminded a council of its record keeping responsibilities after we investigated a complaint brought by an MLA. We also asked it to develop a formal policy around the role of public representatives in the planning process.



Failures in end of life care had 'significant impact' on patient and daughter

Errors by a Health Trust meant that a cancer patient's end of life symptoms were left uncontrolled, opportunities for advanced care planning were missed, and that her end of life wishes were not taken into account.

Follow us on Twitter to stay informed

Our Twitter account provides regular information about our work. Follow us @NIPSO_Comms to read our investigation reports and learn more about what we do.