

Quarterly

Bulletin

April 2018

Welcome to the Northern Ireland Public Services Ombudsman's first Quarterly Bulletin. In this publication we aim to provide readers with a short, easy-to-read summary of news from the Office, drawing attention to our most recent investigation reports, providing updates on new initiatives, and highlighting other aspects of the Ombudsman's work.

Included in this edition are the first investigation reports to be published since I obtained the power to publish my findings in detail. This is a significant development for my Office, allowing me to bring attention to cases where I believe it is in the public interest to do so.

I hope you find the Bulletin useful.

Marie Anderson

Ombudsman

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[The Ombudsman's commitment to openness and transparency](#)

The Ombudsman recognises the importance of openness and transparency. This Statement is a commitment to provide the public and other stakeholders with information about the Office and its work.



[Publication of first health and social care investigation reports](#)

Three reports of investigations into health and social care matters were released last quarter. They involve complaints against two hospital Trusts and a complaint against a Belfast Nursing Home.



[Former Department of Environment failed to monitor late flights at Belfast City Airport](#)

The Ombudsman has issued a finding of maladministration against the former Department of Environment for its failure to monitor the numbers of late flights into and out of George Best Belfast City Airport.



[A new approach to complaints handling by public service providers](#)

A research project has begun to gather experiences of best practice in complaints handling in the public sector in Northern Ireland. A discussion event as part of the project was held recently, with over 80 attendees.

['Own Initiative' investigations – an important new power](#)

The Ombudsman is now able to undertake investigations where she believes there is a reasonable suspicion of systemic maladministration or injustice. Find out more about this important new function.

[Investigation into repair work on tenant's home finds failures](#)

A complaint about the handling of improvement works to a disabled man's residence has resulted in the Ombudsman making a number of recommendations to the Northern Ireland Housing Executive.

[Principles for Remedy](#)

How does a public services Ombudsman decide on an appropriate remedy when it identifies failures in service?

[How can we help?](#)

The Ombudsman can investigate when a member of the public feels they have been treated unfairly by a public service provider. We are independent of government or other interests. We are also impartial, meaning we do not take sides during our investigations. Our service is free to use. To help members of the public and authorities in our jurisdiction understand what we do in further detail we have produced a range of informative material. This can be found on our website at www.nipso.org.uk



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