

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.

[New ways of dealing with complaints in local government](#)



Our Complaints Standards team are continuing to work with local government bodies to develop new complaints handling procedures throughout the sector.

[Taxi driver refunded £11,000 following complaint](#)



Our investigation led to the Department for Communities repaying over £11,000 to a man after we found he was given poor advice which caused him to lose his existing benefits.

[Department failed to provide clear information over COVID-19 Business Support Scheme](#)



A complainant believed her business should have received financial support during the COVID-19 pandemic. We asked the Department for the Economy to retrospectively accept and consider her application.

[Sean Martin becomes new Deputy Ombudsman](#)



Mr Sean Martin recently took up the role of Deputy Ombudsman. The role supports the Ombudsman in the leadership and strategic direction of NIPSO, and ensures the effective delivery of all investigative functions.

Dying woman’s family barred from care home visits



Our investigation found that a care home should have allowed a dying woman’s family to tend to her during her final days.

Serious failings by care home may have shortened mother’s life



Failings by a care home in the treatment of an elderly resident were preventable and may well have contributed to the shortening of her life.

Carer has respite fees refunded following complaint



A man complained that a Health Trust should not be deducting money from payments he received towards the care of his daughter. Following our investigation the Trust agreed to stop the deductions and to repay the money taken so far.

NIPSO outreach and engagement



Our Improvement, Engagement and Impact team aim to improve understanding of our role, particularly amongst under-represented or minority groups. Please get in touch with us if you would like a visit from the team.

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