



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.

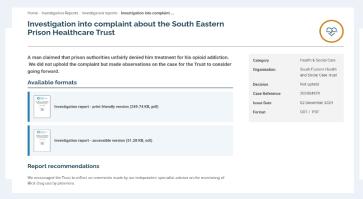
#### International conference – save the date



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



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

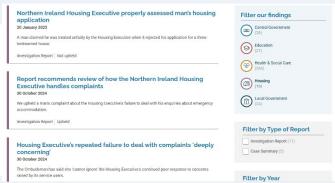
We did not uphold the complaint but encouraged the Trust to give consideration to comments made by our independent specialist advisor on the importance of monitoring illicit drug use by prisoners.

#### 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.

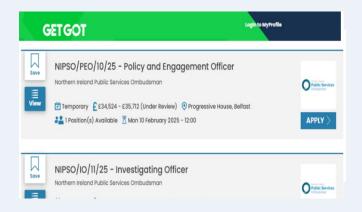
### Investigations into complaints about the Northern Ireland Housing Executive



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



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.