

**CONSULTATION SCHEDULE – Corporate Policy and Resources Committee 22 June 2021**

1.	RECEIVED FROM NIPSO	TITLE Complaints Handling	SUBMISSION BY 2 September 2021
	<p><b>Summary</b></p> <p>NIPSO has launched a consultation on Complaints Handling which will run for 12 weeks to 2nd September 2021.</p> <p>Further details and the consultation documents can be found at:</p> <p><a href="https://nipso.org.uk/nipso/publications/complaints-handling-consultation/">https://nipso.org.uk/nipso/publications/complaints-handling-consultation/</a></p> <p>NIPSO is consulting on two documents:</p> <p>A draft Statement of Principles (SOP) and A draft Model Complaints Handling Procedure (MCHP).</p> <p>NIPSO is also asking the public to comment on the suggested approach it plans to take when implementing future complaint handling changes in the public sector in Northern Ireland.</p>		

2.	RECEIVED FROM Department of Health	TITLE ACP Policy Phase II Engagement ACP	SUBMISSION BY
<p><b>Summary</b></p> <p>Please see attached invitation from Corrina Grimes (Advance Care Planning Lead, DOH) for participation in the Advance Care Planning Policy phase II Stakeholder Engagements.</p> <p>Stakeholders are invited to register for one of the five Phase II Stakeholder Engagement sessions. Please see below the dates and registration link for each session:</p> <ul style="list-style-type: none"> <li>• Thursday 24<sup>th</sup> June 2021 at 2pm - In partnership with Northern Ireland Council for Voluntary Action <a href="#">Click here to register</a></li> <li>• Tuesday 29<sup>th</sup> June 2021 at 7pm - In partnership with NI Healthcare Leaders Forum <a href="#">Click here to register</a></li> <li>• Wednesday 30<sup>th</sup> June 2021 at 9:30am <a href="#">Click here to register</a></li> <li>• Wednesday 30<sup>th</sup> June 2021 at 12:30pm – In partnership with Healthy Living Centres <a href="#">Click here to register</a></li> <li>• Friday 2<sup>nd</sup> July 2021 at 12pm – In partnership Community Development and Health Network <a href="#">Click here to register</a></li> </ul> <p>Please share across your networks and If you have any queries please contact <a href="mailto:Saika.Akram@hscni.net">Saika.Akram@hscni.net</a></p>			