

**CONSULTATION SCHEDULE – Corporate Policy & Resources Committee 23 November 2021**

	RECEIVED FROM	TITLE	SUBMISSION BY
1.	Northern Ireland Public Services Ombudsman (NIPSO)	Complaints Handling consultation – Email Update from J Matthews (Complaints Standards Manager)	Consultation <u>Closed</u>
<p><b>Update summary</b></p> <p>NIPSO’s public consultation closed on 30 September 2021. NIPSO has received over 100 responses to its consultation from a wide range of respondents i.e. the public, public bodies and advocacy and support groups.</p> <p>NIPSO staff are currently working alongside the external consultants appointed to gather and analyse NIPSO’s consultation responses. Careful consideration is being given to all the responses received on the draft Statement of Principles (SOP), Model Complaints Handling Procedure (MCHP) and the proposed sectoral approach. This work is taking time to carefully analyse. A report of the findings will be produced and available when this work is complete.</p> <p>NIPSO staff and the Ombudsman are also currently engaging with the NI Assembly on the draft SOP. This is necessary to implement NIPSO’s complaint standards role and further enact the Public Services Ombudsman Act (NI) 2016, in particular,  Section 35(1):  <i>“The Ombudsman must publish a statement of principles concerning complaints handling procedures of listed authorities”</i>; and  Section 35(2):  <i>“The first statement of principles is not to be published unless a draft of the statement has been laid before, and approved by a resolution of, the Assembly”</i>.</p>			

It is anticipated that the necessary documentation and engagement with the Assembly and NIPSO will conclude before Christmas. NIPSO will therefore inform you when the process has completed.

NIPSO is currently considering the sector(s) it will engage with first in the implementation of a MCHP. It is anticipated that this decision will be confirmed and communicated to the public and public sector bodies in the new year.

NIPSO is also arranging for the recruitment of its complaints standards team who will assist in the implementation of NIPSO's complaint's standards role e.g. training, support and engagement.

NIPSO is currently busy completing the above work at this time. NIPSO will continue to provide updates and will provide a link to the report of the findings of the public consultation when it becomes available.