

**2022 - 2023**

# **ANNUAL COMPLAINTS REPORT**

Prepared by :  
**Directorate of People & Place**



## Foreword

**HSC** Business Services  
Organisation

Paula Smyth  
Director of People and Place



As the Director responsible for the feedback received into the Business Services Organisation, I am pleased to present the BSO Annual Complaints Report for 2022/23.

In the BSO, we welcome the complaints received, as this feedback from our service users is used to learn lessons and improve the services in which we provide. We are committed to achieving the best outcome for our service users and when things don't go as well as expected, we want to know, so that we can address the issues and ensure

that appropriate remedial actions can be taken to prevent it from happening again.

I would like to take the opportunity to thank all BSO staff for their continued dedication and commitment to the resolution of complaints and for their handling of the issues that are of paramount importance to our service users.

### Facts & Figures

*In the year 2022/23:*

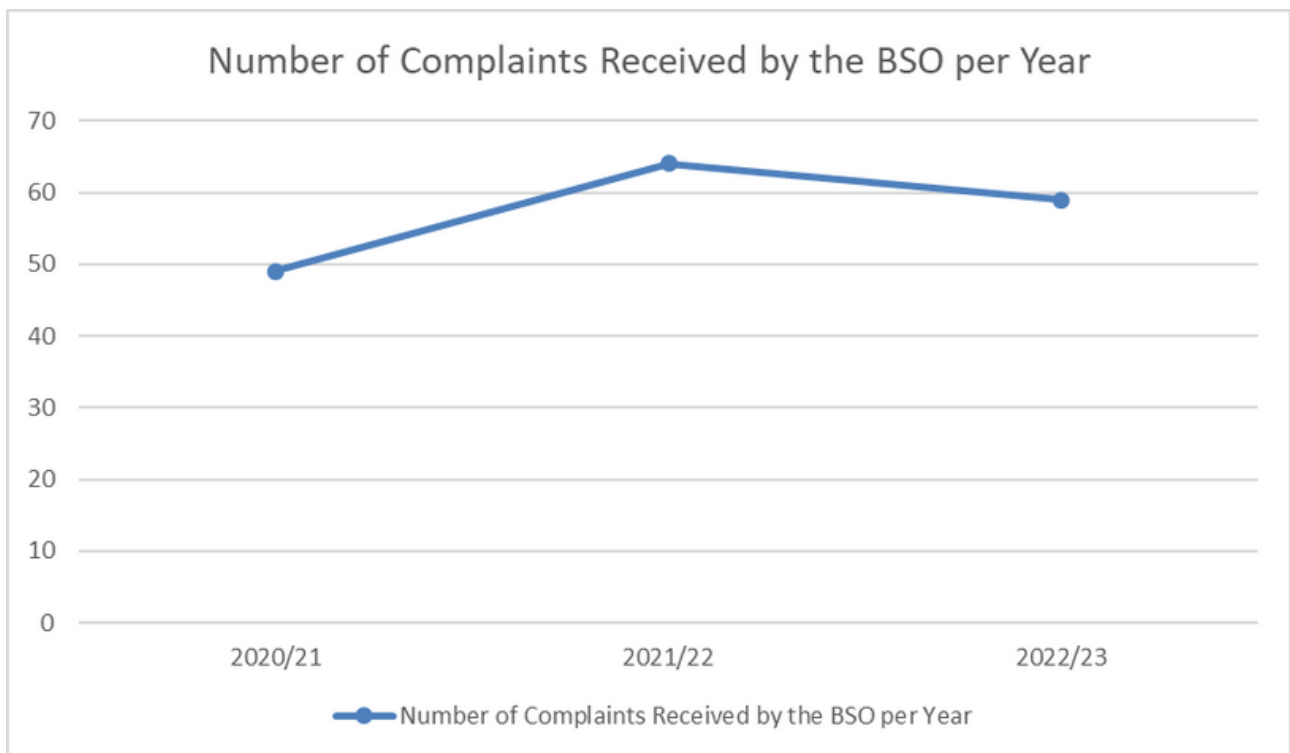
- 59 formal complaints were received
- 98% of formal complaints were acknowledged within 2 working days
- 71% of formal complaints were responded to within 20 working days
- The top 3 issues of complaint were Pay related issues, Interpreter conduct & issues with the registration/de-registration at GP Surgeries.

## Complaints

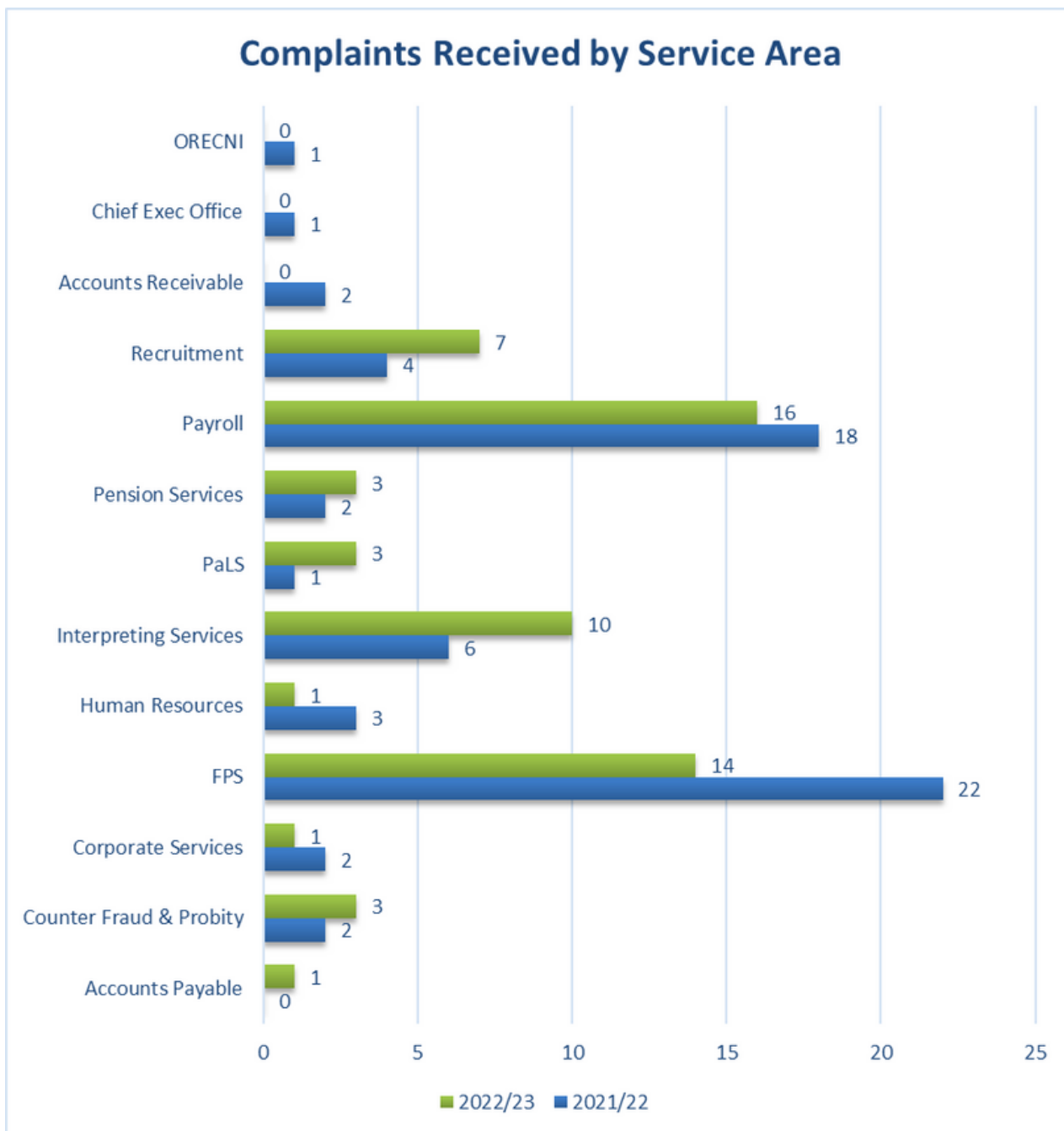
The number of formal complaints continues to be low considering the wide range of services in which the BSO provides and the number of interactions BSO staff have with service users on a daily basis. The BSO:

- Provides a broad range of regional business support functions and specialist professional services to Health & Social Care in Northern Ireland
- Serves the entire population of Northern Ireland
- Has over 1800 staff members
- Interacts daily with thousands of service users

There has been an increase in the number of complaints received from 2020/21 (49) however, we have seen a reduction from 64 in 2021/22 to 59 in 2022/23, as can be seen from the graph below:



The chart below shows the breakdown by service area of formal complaints for 2022/23 in comparison to the previous year.



## What people complained about

The table below shows the number of complaints by subject for the past year (2022/23) in comparison to the previous year.

The top 3 subjects of complaint in 2022/23 are Pay related issues, Interpreter Conduct & GP Registration/De-registration issues.

In 2021/22, Pay related issues were the top subject of complaint followed by GP registration/de-registration issues, both however, have seen a marked decrease this year which is a testament to the improvements and work carried out in these service areas.

<b>Subject</b>	<b>2021/22</b>		<b>2022/23</b>	
Dental Payment	3	5%	0	-
Interpreter Conduct	5	8%	10	17%
Conditional Job Offer	2	3%	0	-
GP Registration/De-Registration issues	15	24%	7	11.8%
Pay related issues	19	30%	12	20.4%
Recruitment Process	4	6%	6	10.2%
Delay in issue of medical card	1	1.5%	0	-
PD11 form	1	1.5%	0	-
Accessing Health Care	1	1.5%	2	3.4%
Staff Issues / conduct	4	6%	6	10.2%
GDPR/Data Breach	1	1.5%	2	3.4%
Tone of Correspondence	4	6%	2	3.4%
Incomplete info in SAR	1	1.5%	0	-
Admin process of dental department	1	1.5%	0	-
Incorrect address on correspondence	1	1.5%	1	1.7%
Lack of response	1	1.5%	1	1.7%
Out of date website guidance	0	-	1	1.7%
Pension Application	0	-	1	1.7%
Transfer of medical records	0	-	3	5.1%
Decision to no longer correspond	0	-	1	1.7%
Interview process	0	-	1	1.7%
Recall to Cervical Screening Programme	0	-	1	1.7%
Recurrence of issues from previous complaint	0	-	2	3.4%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>59</b>	<b>100%</b>

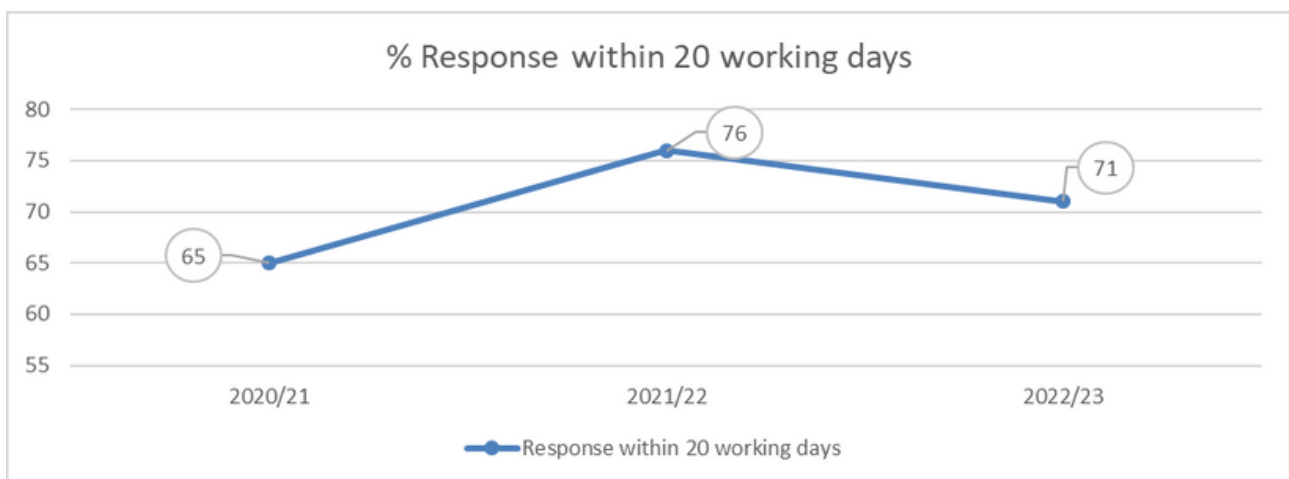


## Response Times to Complaints

98% of complaints were acknowledged within the target of 2 working days this was the same as 2021/22.

71% of complaints were responded to within the target of 20 working days. This is a decrease of 5% from the previous year (76%). This is shown in the graph below.

The BSO Complaints Team continue to monitor timescales to ensure complainants are provided with timely updates and is actively working with service areas across the organisation to ensure the responses are relevant to the issues raised and provide resolution to the complainant.



## If people remain dissatisfied

On occasion, complainants remain unhappy with the outcome of the investigation into their concerns. We encourage people to let us know if they remain unhappy and we consider other options to attempt to resolve their complaint. We offer the opportunity for an internal independent review to be conducted into the handling of complaints.

In 2022/23 the BSO received 8 requests for an internal independent review to be conducted which was a slight increase from 6 in the previous year. Of the 8 independent reviews conducted, the panel upheld the original complaint response that was issued on 6 occasions and offered additional apologies in the remaining 2 cases.

## Ombudsman

Following an internal independent review, should a complainant still remain dissatisfied they have the option to approach the Northern Ireland Public Services Ombudsman (NIPSO).

In 2022/23 there were 3 complainants who approached NIPSO for investigation of their complaint following exhaustion of the internal BSO process. This was an increase from zero in 2021/22.

Of the 3 complaints, the BSO have received confirmation from the Ombudsman stating that the decision has been taken not to accept one of the complaints. Further information on the remaining 2 has not yet been provided.

## Lessons Learnt / Improvements as a result of complaints

The BSO welcome complaints so that we can learn lessons and improve our services. Complaints are discussed with the staff concerned and often the issues are brought to staff meetings for discussion as to how services can be improved.

A number of improvements have been put in place over the year 2022/23 following the feedback we have received from service users. Improvements include:

- Additional staff training provided to improve on communication with our service users
- Additional staff training and reminders provided on the processes in which they use to improve the service provided
- Staff reminders of the expectations surrounding their conduct
- Review and update to processes and procedures to streamline workflows and enhance the user experience.

# 2022 - 2023 ANNUAL COMPLAINTS REPORT

Directorate of People & Place  
Email: [complaints.bso@hscni.net](mailto:complaints.bso@hscni.net)

Business Services Organisation Headquarters  
2 Franklin Street  
Belfast  
BT2 8DQ  
Tel: 0300 555 0113

**INVESTORS IN PEOPLE®**  
We invest in people Silver



Working together



Excellence



Openness & Honesty



Compassion

This Annual Complaints Report is available in alternative formats upon requests.

It is also available  
on the BSO website at <https://bso.hscni.net/>