

Making Changes

Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to policy or decision in order to promote equality of opportunity?

In developing the policy or decision what did you do or change to address the equality issues you identified?	What do you intend to do in future to address the quality issues you identified?
<p>NIGALA will consider the need to provide some support to those wishing to make a complaint, and/or signpost them to an advocacy service such as the Patient Client Council, who could assist them through the complaints process.</p> <p>As part of the HSCNI, NIGALA can access the regional contract for translation and interpreting.</p> <p>NIGALA's Accessible Formats Policy includes practical advice regarding how those developing information should consider alternative formats, and how information and publications can be requested in alternative formats. Receipts for requests will be recorded and requests monitored.</p>	<p>NIGALA will continue to monitor the level and type of complaints to inform the view of its complaints policy and support required/provided to those making a complaint.</p> <p>NIGALA will continue to monitor requests for alternative formats and/or language to inform future production of electronic and written communication.</p>