



BSO Annual Complaints Report

Annual Report: 2024 / 2025



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A foreward from Karen Hunter, Director of SP&CE



As the Director responsible for the feedback received into the Business Services Organisation, I am pleased to present the BSO Annual Complaints Report for 2024/25.

This report provides an overview of the complaints received within the BSO during the reporting period. Complaints play an essential role in helping us understand the experiences our service users have with the BSO, they offer valuable insights into where improvements may be needed.

Every concern raised is treated with seriousness and respect, and this reflects our commitment to our service user experience, transparency and continuous improvement. By analysing the nature and themes of complaints, this report helps us identify patterns, address systemic issues and enhance the quality of the service we provide.

We are grateful to those who have taken the time to share their feedback with us. Their voices help us uphold our duty of care, strengthen trust and ensure that our organisation remains responsive, respectful and compassionate in line with the core values of the HSC in Northern Ireland.

Facts & figures

In the year 2024/25:

65

notifications of complaints were received

9

addressed directly by service area under early resolution procedures

98%

of complaints received by the complaint's office were acknowledged within 2 working days

60%

of formal complaints processed were responded to within 20 working days

3

The top 3 issues of complaint were Pay related issues, Staff Conduct & Data Breaches

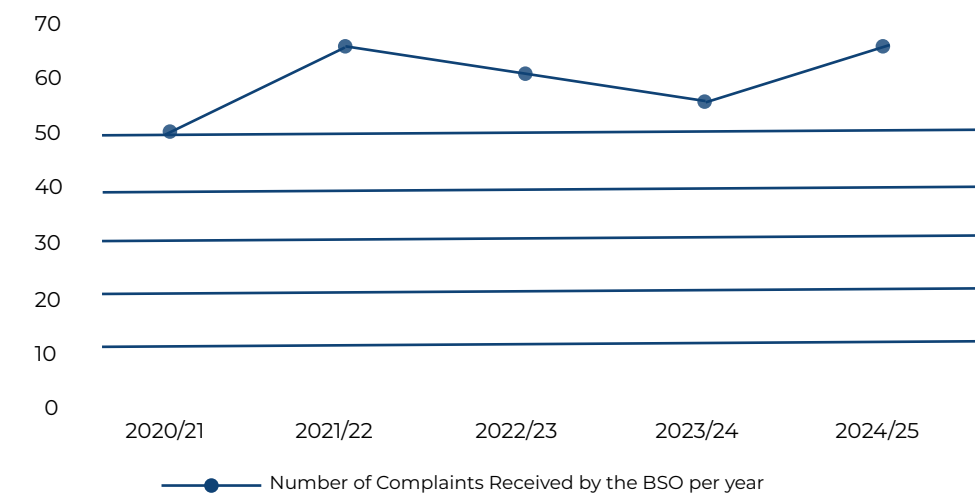
Complaints

The number of formal complaints continues to be low considering the wide range of services that 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 2000 staff members
- Interacts daily with thousands of service users

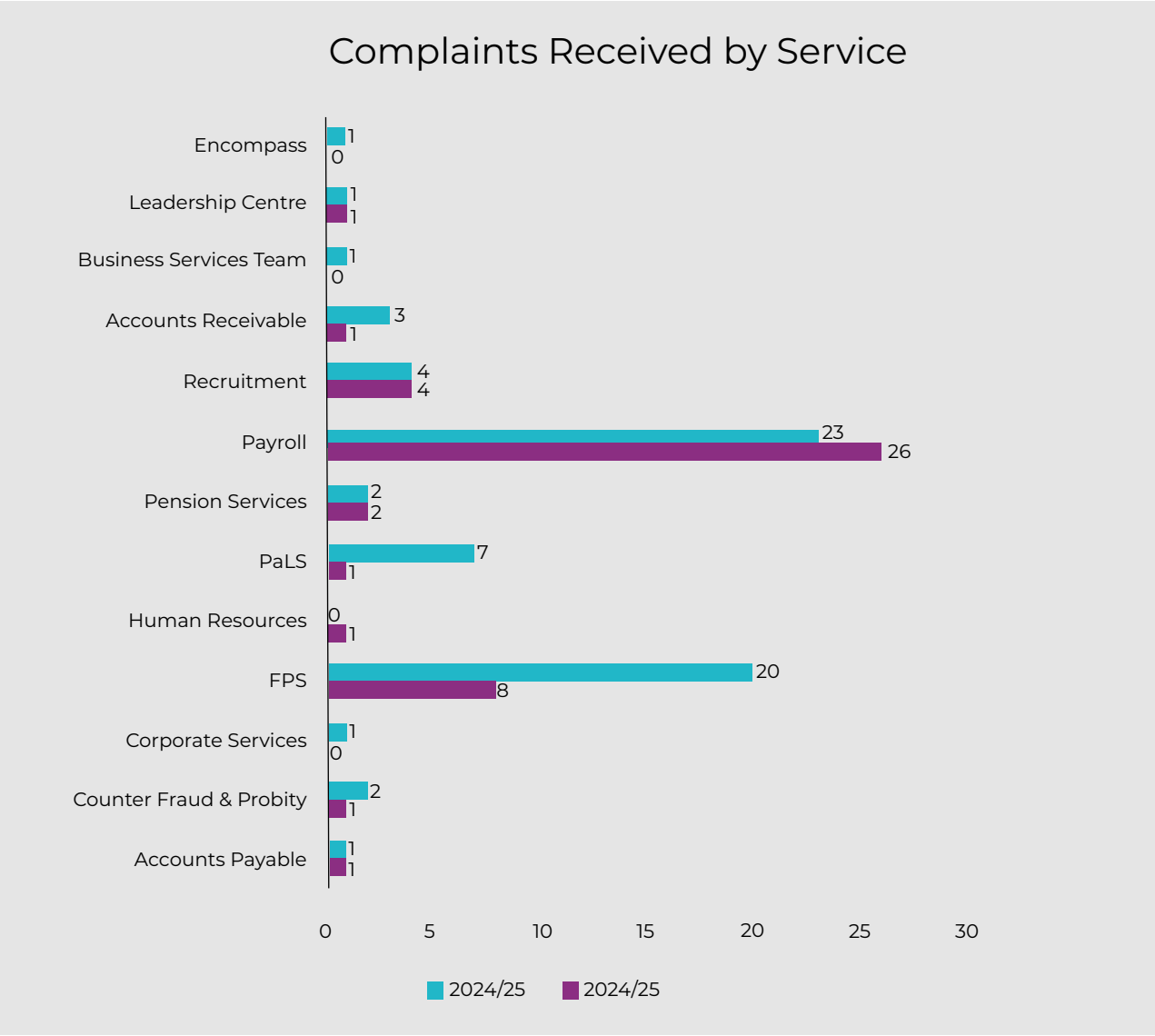
There has been a slight increase in the number of complaints received in 2024/25 (65) compared to previous years as can be seen from the graph below.

Number of Complaints Received by the BSO per year



Complaints chart

The chart below shows the breakdown by service area of formal complaints for 2024/25 in comparison to the previous year.



What people complained about

The table below shows the number of complaints by subject for the past year (2024/25) in comparison to the previous year.

The top 3 subjects of complaint in 2024/25 were Pay related issues, Staff Conduct & Data Breaches.

In 2023/24, Pay related issues was the top subject of complaint followed by issues with the conduct of interpreters.

Subject	2023/24		2024/25	
Dental Refund Payment	1	1.81%	0	-
Interpreter Conduct	9	16.36%	2	3.07%
Conditional Job Offer	2	3.63%	0	-
GP Registration/De-Registration issues	3	5.45%	4	6.5%
Pay related issues	26	45.45%	28	43.07%
Recruitment Process	2	3.63%	1	1.53%
Delay in issue of medical card	1	1.81%	4	6.15%
Staff Issues / conduct	1	1.81%	10	15.38%
GDPR/Data Breach	0	-	6	9.23%
Tone of Correspondence	1	1.81%	0	-
Incorrect details on correspondence	1	1.81%	0	-
Lack of response	0	-	5	7.69%
Pension Application	2	3.63%	0	-
Transfer of medical records	2	3.63%	2	3.07%
Interview process	2	3.63%	0	-
Handling of an overpayment recovery	1	1.81%	3	4.61%
Lack of discretion when delivering medical products	1	1.81%	0	-
Handling of a counter fraud investigation	1	1.81%	0	-
Total	56	100%	65	100%

Response time to complaints

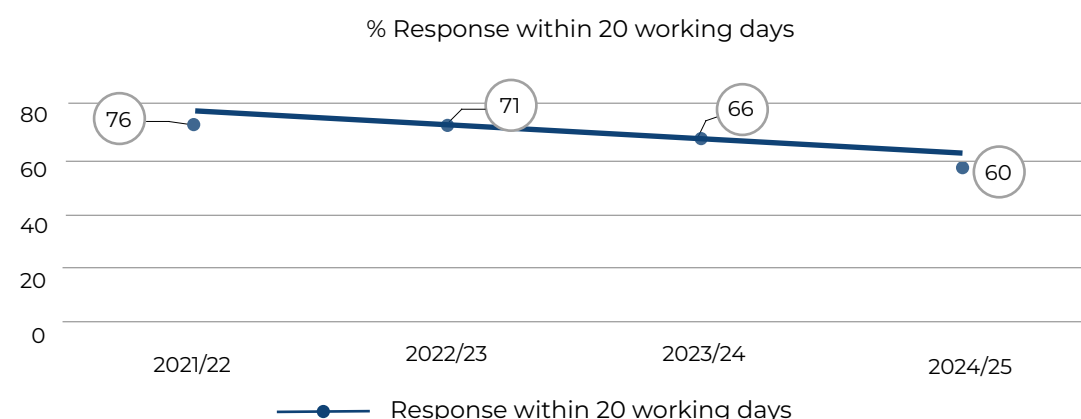
98% of formal complaints received were acknowledged within the target of 2 working days.

Of the formal complaints that were fully processed 60% were responded to within the target of 20 working days. This is a decrease of 6% from the previous year (66%), which can be seen in the graph below.

It has been noted that this has been impacted by the increased complexity of some complaints and the need for investigation into the concern by more than one service area.

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.

In addition to this, going forward, compliance rates will continue to be raised and discussed at the Service Area Customer Forum. Appropriate Directors will also be notified on a regular basis of compliance rates for the service areas under their remit and asked to add this to the agenda for discussion at their respective senior team meetings.



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 2024/25 the BSO received 13 requests for an internal independent review to be conducted, this was an increase from 6 in the previous year. Of the 13 independent reviews conducted, the panel upheld the original complaint response that was issued on 7 occasions and offered additional apologies in the remaining 6 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) and request that they consider the complaint.

In 2024/25 there were no complainants who approached NIPSO for investigation of their complaint following exhaustion of the internal BSO process. This was also the case in 2023/24.

This demonstrates the work being carried out within the BSO to ensure that the concerns of our service users continue to be resolved to a satisfactory level using our internal processes.

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. Lessons that have been learnt from the complaints received are also disseminated across the organisation at our Service Area Customer Forum. This enables other service areas to enhance the service they provide by implementing the lessons that have been learnt by others.

A number of improvements have been put in place over the year 2024/25 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

Conclusion

In summary, the issues that are outlined in this report have caused inconvenience and fall short of the expected standards of our organisation. The actions taken by our service areas and through the complaints procedure however, have resulted in satisfactory outcomes for our service users within the confines of our internal processes and without the need for Ombudsman intervention.

Implementation of the lessons that we have learnt from our service user feedback this year has also enabled us to strengthen our processes and train our staff better to avoid complaints of a similar nature being raised about our services in the future.

How to make a Complaint

To make a complaint please contact:

Email	Post	Telephone	e-form
The Complaints Officer:	The Complaints Officer	To discuss an issue in the first instance please ring:	Concern / Complaint Form
Complaints.bso@hscni.net	Business Services Organisation	028 95360698	https://hrccs.hscni.net/concern-complaint-form/
	2 Franklin Street		
	Belfast		
	BT2 8DQ		