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PRESS RELEASE

Investigation finds Western Health and Social Care Trust failed to comply with its Equality Scheme

The Equality Commission for Northern Ireland has published an investigation report which found that the Western Health and Social Care Trust failed to comply with its approved equality scheme.

The investigation was conducted under Paragraph 10 of Schedule 9 of the Northern Ireland Act 1998 and focused on the second of two complaints made by a service user.

The person complained that the Trust had failed to comply with its own equality scheme in relation to its procedures for handling complaints. The investigation upheld the complaints, as it found that the Trust had neither recognised nor responded to the complainant in a way that complied with its commitments within its equality scheme.

Following its investigation, the Commission recommends that the Trust improves its complaints handling process as a result of this investigation. It should specifically recognise and respond to complaints that allege a failure of its compliance of its equality scheme.

The Commission requires the Trust to report on its action on the recommendation within six months.

Note to Editor

- [Read the full investigation report \(pdf\)](#)