

Reference: FOI.ICB-2425/201

Subject: PALS and Complaints Team

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
1) how many staff do you have within your PALs and Complaints team 2) what salary bands are they	1) 3 members of Customer Services Team 2) Bands 5, 6 and 7

The information provided in this response is accurate as of 3 September 2024 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.