

Reference: FOI.ICB-2526/031

Subject: Complaints Manager

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

QUESTION	RESPONSE
<p>Under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (applying to adult social care and NHS services), your council or your ICB is legally obliged to designate a complaints manager to be responsible for managing the procedures and considering complaints in accordance with arrangements made under the Regulations. (Regulation 4(1)(b))</p> <p>Please identify that person and the email and telephone contact details of the designated person, even if the role is discharged via a corporate email address such as ...@yourcouncil.gov.uk or ...@youricb.nhs.net</p>	<p>Bry Stuckey Customer Services Manager Bnssg.customerservice@nhs.net 0117 9002655</p>

The information provided in this response is accurate as of 30 April 2025 and has been approved for release by Kathryn Dalby-Welsh, Deputy Director of Nursing for NHS Bristol, North Somerset and South Gloucestershire ICB.