

Reference: FOI.ICB-2526/434

Subject: Handling of Formal Complaints, Concerns and Enquiries

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

QUESTION	RESPONSE
<p>The formal criteria, policies or guidance BNSSG ICB uses to decide whether something is logged as a formal complaint or as a concern/enquiry.</p> <p>Copies of any written policy, procedure or guidance document which sets out those criteria.</p>	<p>The Management of Compliments, General Enquiries and Complaints policy which contains the requirements , procedures and guidance for the ICBs management of complaints can be found on the ICB website: Management of Compliments, General Enquiries and Complaints Policy - BNSSG Healthier Together. Enquiries received by the Customer Services Team are logged.</p>
<p>Any data-retention, email-management or information-governance policies which would permit the deletion of a formal escalation email (such as my 27 January 2026 email) raising Nolan Principles and oversight concerns and copied to a Member of Parliament, together with any internal guidance on retaining or deleting complaints-related correspondence.</p>	<p>The records management arrangements for both paper and digital records held by the ICB are set out in the Records Management policy which can be found on the ICB website: Records Management Policy - BNSSG Healthier Together</p> <p>The policy sets out the approach to records management as well as a retention schedule which sets out the minimum retention periods for documents (both paper and digital) held by the ICB.</p> <p>Individuals are expected to manage their outlook accounts in accordance with the policies</p>

The information provided in this response is accurate as of 11 March 2026 and has been approved for release by Rosi Shepherd, Chief Nursing Officer and Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.

