

Reference: FOI.ICB-2627/208

Subject: Formal complaints, grievances or recorded allegations made against North Somerset Council

I can confirm that the ICB does not hold the information requested; please see responses below:

QUESTION	RESPONSE
Please provide the following information for the period 1 January 2019 to the date of this request. I am seeking information concerning formal complaints, grievances or recorded allegations made against North Somerset Council alleging: * racism; * racial discrimination; * racial bias; * race-related unequal or less favourable treatment; * harassment or victimisation related to race; or * breach of the Equality Act 2010 relating specifically to race. For each calendar year, please provide: 1. The total number of such complaints or allegations recorded by the Council. 2. Of those complaints, the number where the complainant was acting as, or on behalf of:	The ICB does not hold this information. Please contact North Somerset Council directly who may hold the requested information: https://www.n-somerset.gov.uk/council-democracy/data-protection-freedom-information/freedom-information/about-freedom-information-foi

* a business owner or company director; * a business or commercial organisation; * a contractor or prospective contractor; * a commissioned service provider or prospective provider; * a care provider or prospective care provider; or * another organisation seeking to provide services to or work with the Council. 3. Where held, please provide a breakdown of the Council department or service concerned, particularly: * Children's Services; * Children's Social Care; * Strategic Commissioning; * children's placements/brokerage; * commissioning and procurement; * planning; * business rates/business services; and * any other business or provider-facing department. 4. For the complaints identified above, please provide the recorded outcome, categorised where possible as: * upheld; * partially upheld; * not upheld; * withdrawn;	
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* unresolved/ongoing; or * other outcome. 5. Please provide the number of these matters which subsequently resulted in, or were escalated to: * an internal review or further-stage complaint; * the Local Government and Social Care Ombudsman; * the Equality and Human Rights Commission; * court proceedings; * Employment Tribunal proceedings; or * settlement or compensation. 6. For complaints involving businesses, contractors, commissioned providers, prospective providers or company directors, please provide any anonymised complaint summaries, investigation conclusions, final decision letters or outcome summaries held by the Council.	
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The information provided in this response is accurate as of 13 August 2026 and has been approved for release by Rosi Shepherd, Chief Clinical Leadership and Delivery Officer (Nursing) for NHS Bristol, North Somerset and South Gloucestershire ICB.