

Our Ref: PW/TLR/FOI/0725/1365

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

22 July 2025

Sent by email

Telephone: 0300 123 1461

Dear

FOI/0725/1365

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information under the Freedom of Information Act 2000, received on the 17th July 2025. We can now confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please can you provide the following information and answers to questions?

- 1. Total number of Complaints received in 2024 and total number of Complaints from this year that are open and yet to receive a formal completed response.**
798 complaints were received during 2024. 24 of these remain open as of 18th July 2025.
- 2. Total number so far of complaints in 2025 and how many of these are still open and yet to receive a formal completed response.**
349 complaints have been received so far in 2025 (as of 18th July 2025). 83 of these remain open as of 18th July 2025.
- 3. What actions are in place for those who have waited significant periods to deal with complaints?**
Complainants are updated throughout the process and regular contact maintained to advise that complaints remain ongoing and the reasons for this, i.e. complex investigation, provider response, etc. Where provider responses are the cause of the delays, responses are chased frequently and escalated to senior management level where no reasons are provided for the delay.
- 4. Can all complaints be guaranteed a formal response and has the ICB a deadline for those who complained in 2024 who are still awaiting responses?**
All complaints will receive a response so long as the required complainant information has been received and valid consent is in place. In respect of 2024 complaints that remain ongoing, there is no specific deadline, but each complaint will receive a response on conclusion of the investigation process. Complainants continue to be updated throughout this time.
- 5. Total number of requests received from the PHSO regarding complaints in 2024 and total number that the ICB answered requests? Total number of PHSO requests not answered/responded to for 2024 also?**
The ICB received seven enquiries from the PHSO during 2024. In all cases the requested information was provided. There are no cases where PHSO requests are not responded to.

6. Why has the ICB chosen not to respond to Parliamentary Health Service Ombudsman requests regarding complaints which have not had responses and the ICB has not been able to provide timelines to complainants?

This question does not apply as the ICB responds to all requests from the PHSO.

7. Does this not show a disregard to the ombudsman and their requests for information/updates?

As above, this question does not apply as the ICB responds to all requests from the PHSO

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance