



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Our Ref: PW/KJJ/FOI/0425/1272
29th April 2025

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-0425/1272

Your request for information under the Freedom of Information Act 2000

Thank you for your request for additional information received on 28th April 2025. We can 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 note the ICBs responses in blue.

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))

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

Karen Marsh, Complaints & PALS Manager

Email: patientservices@staffsstoke.icb.nhs.uk

Tel: 0808 196 8861

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

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance