

Please contact: Access to Information  
Team  
Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)  
Direct tel: 01782 916875

Level 3, Christ Church Precinct  
County Hall  
Fishergate Hill  
Preston  
PR1 8XB

28 March 2024

t: 0300 373 3550  
[www.lancashireandsouthcumbria.icb.nhs.uk](http://www.lancashireandsouthcumbria.icb.nhs.uk)

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3904-LSC**

Thank you for your request dated 29 February 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. Could you please tell me how many complaints LSICB has investigated in the last three years (for which you have data)

**We hold data from the inception of the ICB on 1 July 2022 until 31 December 2023. During that period, we sent a written response to 414 formal complaints.**

2. How many of those complaints were found in favour of the complainant

**We categorise each complaint as upheld, partially upheld, and not upheld. Of those 414, 187 were not upheld, 130 were partially upheld and 97 were upheld.**

### **Right of Appeal**

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 40 working days from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

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 CCGs 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](http://www.ico.gov.uk)

Yours sincerely

**Professor Craig Harris – Chief Operating Officer**

**On behalf of Kevin Lavery  
ICB Chief Executive**