



North East and North Cumbria

Our Reference North East and North Cumbria ICB\
FOI ICB 26-011

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
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By Email

14 April 2026

Dear Applicant

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received on 12 April 2026 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000. The ICB covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

Your Request

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (“Regulations” hereafter) prescribe legal duties of relevant responsible bodies as defined by the Regulations regarding handling of, investigation of, responding to, and reporting of complaints that fall within the scope of the Regulations.

In accordance with the Freedom of Information Act 2000, I request that I be provided with the following information (and any relevant associated documents):

1. The policy and processes of the NHS North East and North Cumbria Integrated Care Board for handling, investigating, and responding to complaints it receives made about the NHS North East and North Cumbria Integrated Care Board.
2. The policy and processes of the NHS North East and North Cumbria Integrated Care Board for handling, investigating, and responding to complaints it receives made about services provided by a provider under arrangements with the North East and North Cumbria Integrated Care Board.

www.northeastnorthcumbria.nhs.uk 

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Our Response

1. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds the information you have requested. However, this is available on the ICB website:
<https://northeastnorthcumbria.nhs.uk/media/dg5bqf3w/icbp007-complaints-policy-3.pdf>

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

2. Please refer to the response to question 1.

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Information Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or www.ico.org.uk.

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk. This will not affect your initial information request.

Yours faithfully

Information Governance Support Officer

**Information Governance Support Officer
North East and North Cumbria Integrated Care Board**