



My Ref: FOI/4325
Your Ref:
Date: 28/04/2025
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

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

The Council has a designated team, the Customer Resolution Team, whose function is the management and facilitation of complaints including adults and children's social care complaints. Further information is available on our website here: <https://www.barnsley.gov.uk/services/have-your-say/complaints-and-compliments/>

If you have any queries about this letter, please contact Information Requests via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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