

## Information Standards Notice – Retirement

Details are given below of the retirement of an information standard formerly approved by the Information Standards Board for Health and Social Care (ISB).

The retirement has been accepted by the Standardisation Committee for Care Information (SCCI), the successor to ISB.

Enquiries about this retirement should be directed to the contact specified below.

Standard	
Standard number	ISB 1568
Standard title	KO41: NHS Complaints
Details	
Date of retirement	09 September 2015
Description	<p>ISB 1568 <i>KO41: NHS Complaints</i> defines the central returns an NHS organisation must submit on the number of written complaints. There are two constituent data collections within this information standard:</p> <ul style="list-style-type: none"> <li>• KO41a for Hospitals</li> <li>• KO41b for General Practice.</li> </ul> <p>Given the scale of changes to these returns since the last ISB approval was given in 2008, the Standardisation Committee for Care Information (SCCI) has accepted both the withdrawal of the composite information standard and the corresponding update of the NHS Data Model and Dictionary.</p> <p>Note: The individual data collections are not withdrawn. They will continue to be assured by SCCI on an individual basis and should circumstances change re-assurance of the individual collections as a composite information standard may take place.</p> <p>This ISN confirms the withdrawal of the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">ISB 1568</a>: KO41: NHS Complaints</li> <li>• <a href="#">DSCN 16/2008</a>: Central Return: Hospital and Community Services Complaints and General Practice (including Dental) Complaints – KO41(a) and KO41(b): Alignment with 2004 and 2006 Regulations</li> </ul>
Link to further information	A copy of this ISN and the related NHS Data Model and

	Dictionary Change Request are available on the HSCIC website: <a href="http://www.hscic.gov.uk/isce/publication/isn">www.hscic.gov.uk/isce/publication/isn</a>
<b>Contact</b>	
Name	SCCI Publication and Knowledge Management Team
Organisation	Health and Social Care Information Centre
Email address	scci@hscic.gov.uk

The controlled version of this Information Standards Notice is available on the HSCIC website:  
[www.hscic.gov.uk/isce/publication/isn](http://www.hscic.gov.uk/isce/publication/isn)