

FOI 0330/2023 Response

(1) Would you please provide me with the contact name, postal address, email address and telephone number of your Headquarters, for Serious Complaints.

Contact name: Customer Relations

Address: Birmingham and Solihull Mental Health NHS Foundation Trust
The Barberry Centre, 25 Vincent Drive, Birmingham, B15 2FG

Telephone number : 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

Please note that the Trust's main headquarters details are:

Address: Uffculme Centre, 52, Queensbridge Road Birmingham, B13 8QY.

Telephone: 0121 301 3950

(2) Please would you advise me if visitor car access to TRUST Headquarters requires visitors to pay Birmingham City Clean Air Zone access charges where applicable to vehicle.

All individuals visiting Trust sites (staff members, patients, 3rd party etc) via a vehicle requires them to pay the associated costs of the Birmingham City Clean Air Zone access charges (if the vehicle does not meet the emission standards and do not have an exemption).

Please note that this is a Birmingham City Council mandate and the Trust do not have any authorization or influence over this.