

23/09/2025

NN-ICB/25-1302

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 28 August 2025, regarding formal complaints pertaining to dental care. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

**Please find below our response to your request:**

The number of formal complaints your ICB has received pertaining to dental care in the tax years 2023/24 and 2024/2025. Please also provide breakdown figures of what the dental complaint is pertaining to e.g. delayed referrals, misdiagnosis etc.

| Type of Dental Complaint                  | Number of Formal Complaints received:<br>(April 2023 to March 2024) | Number of Formal Complaints received:<br>(April 2024 to March 2025) |
|-------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------|
| Dental – NHS dental cost                  | 0                                                                   | 5                                                                   |
| Dental practice removed patient           | 7                                                                   | 9                                                                   |
| Dental not related to treatment and care  | 4                                                                   | 1                                                                   |
| Lack of access to NHS dentist             | 23                                                                  | 12                                                                  |
| Dental treatment and care related         | 47                                                                  | 48                                                                  |
| Dentist waiting time for appointment      | 2                                                                   | 3                                                                   |
| Manner and attitude of practice staff     | 1                                                                   | 1                                                                   |
| Lack of information to progress complaint | 2                                                                   | 1                                                                   |
| Patient expectation of treatment not met  | 14                                                                  | 0                                                                   |
| <b>Total</b>                              | <b>100</b>                                                          | <b>80</b>                                                           |

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS

Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net)

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.