

Our Reference North East and North Cumbria ICB\
FOI ICB 25–208

North East and North Cumbria ICB
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By Email

12 September 2025

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 28 August 2025 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

Under the Freedom of Information Act, I would like to request the following information:

1. The number of formal complaints your ICB has received pertaining to dental care in the tax year 2024/2025. Please also provide breakdown figures of what the dental complaint is pertaining to e.g. delayed referrals, misdiagnosis etc.
2. Further to this, please provide the number of formal complaints your ICB has received pertaining to dental care in the tax year 2023/2024. Please also provide breakdown figures for what the dental complaint is pertaining to e.g. delayed referrals, misdiagnosis etc.

Please provide this information in a CSV file.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested. This is detailed in the table below.

Formal complaints responded to	2023/24	2024/25
Concern about dental treatment received	8	4
Concern about dental treatment received and costs	1	3
Concern about dental treatment received and the professional behaviour of the dentist	2	2
Concern about patient registration / being pushed towards private dental treatment	2	3
Refusal to onward refer	1	0
Concern about orthodontal care	0	2
Professional behaviour of staff other than a dentist	0	2
TOTAL	14	16

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 Senior 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**