

Our Ref: PW/SJR/FOI/0825/1409

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

3 September 2025

Telephone: 0300 123 1461

Sent by email

Dear

**FOI/0825/1409**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information under the Freedom of Information Act 2000, received on the 28<sup>th</sup> August 2025. We can now confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website. Please note the ICBs responses in blue.

**Your Request:**

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

**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.**

**There were 49 formal complaints received during 2024/25. Breakdown as follows:**

<b>Charges &amp; Costs:</b>	<b>9</b>
<b>Administration/Process:</b>	<b>5</b>
<b>Deregistration/Removal:</b>	<b>3</b>
<b>Referral Issues:</b>	<b>5</b>
<b>Wait Times for Treatment:</b>	<b>3</b>
<b>Cancellations:</b>	<b>6</b>
<b>Care &amp; Treatment:</b>	<b>11</b>
<b>Access to NHS Services:</b>	<b>4</b>
<b>Attitude of Staff:</b>	<b>2</b>
<b>Estates Issues:</b>	<b>1</b>

**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.**

**There were 45 formal complaints received during 2023/24. Breakdown as follows:**

<b>Charges &amp; Costs:</b>	<b>3</b>
<b>Administration/Process:</b>	<b>7</b>
<b>Deregistration/Removal:</b>	<b>8</b>
<b>Wait Times for Treatment:</b>	<b>3</b>
<b>Cancellations:</b>	<b>1</b>
<b>Care &amp; Treatment:</b>	<b>15</b>
<b>Access to NHS Services:</b>	<b>5</b>
<b>Attitude:</b>	<b>2</b>
<b>Estate Issues:</b>	<b>1</b>

**Chair:** David Pearson MBE

**Interim Chief Executive Officer:** Dr Paul Edmondson-Jones MBE

**Please provide this information in a CSV file.**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; [staffsstokeFOI@staffsstoke.icb.nhs.uk](mailto:staffsstokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**