

Reference: FOI.ICB-2526/162

Subject: Formal Complaints Pertaining to Dental Care

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
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.	<p>113 Complaints received from 1/4/24 – 31/3/25.</p> <p>34 Access to dental services 53 Clinical care received 8 Out of area dental services 8 NHS 111/Emergency treatment <5 Requests for refund <5 Private dental treatment <5 Discrimination <5 Dental Charges <5 Referrals</p> <p>Please note: '<5' has been used where the numbers are under 5 as this could make the data identifiable.</p>
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.	<p>143 Complaints received from 1/4/23 – 31/3/24.</p> <p>59 Access to dental services 26 NHS 111/Emergency treatment 49 Clinical Care</p>

	<p><5 Dental Charges <5 Communications <5 Out of area dental services <5 Dental Funding <5 Dental contract</p> <p>Please note: '<5' has been used where the numbers are under 5 as this could make the data identifiable.</p> <p>(NHS England delegated commissioning responsibility for dentistry to NHS BNSSG ICB April 2023)</p>
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The information provided in this response is accurate as of 4 September 2025 and has been approved for release by Denise Moorhouse, Director of Nursing/Deputy Chief Nurse for NHS Bristol, North Somerset and South Gloucestershire ICB.