

16 September 2024

Dear

Reference - Information Request - ATISN - 20863

Thank you for your information request received on 17 August 2024 and further clarification on 19 August 2024. You have requested the following information:

The number of complaints and HIW's response relating to tooth extractions, mainly premolar, in children as part of NHS orthodontic treatment for the period covering the last 15 years.

We are only able to provide you with information from 2014, as the Welsh Government Retention Policy for Concerns Records is 10 years.

Between 1 April 2014 to 30 November 2019 there were over 1500 concerns received about healthcare settings. This period was prior to HIW's electronic Customer Relationship Management (CRM) system and to gather the information requested, we would need to review over 1500 individual records and I have estimated this taking at least 7 days.

Section 12 of the Freedom of Information Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Regulation 3 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 sets out that the appropriate limit is £600. Regulation 4(4) states that the cost of the time which you expect to spend dealing with the request must be estimated at a rate of £25 per hour. This means that the request would exceed the appropriate limit if complying would take more than 24 hours of work. Therefore, on this basis, we are unable to provide this information as it would exceed the appropriate limit.

From December 2019 all Concerns Records were recorded on HIW's CRM system. Following a review of these records, I can confirm there were no concerns received in relation to tooth extractions in children (mainly premolar), as part of orthodontic treatment from 1 December 2019 to the date of your request (19 August 2024).

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedomofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely