



Complaints Process Exit Survey Public Report

Reporting Period
March 2016 to February 2017

Prepared by



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INTRODUCTION

The College of Dental Surgeons of British Columbia commissioned Pivotal Research Inc. to develop and administer a complaints process exit survey for complainants and registrants once their file has been closed. Feedback is received via two surveys: one for registrants and another for complainants (see Appendix A). Both surveys can be completed online at www.pivotalresearch.ca/cdsbc although complainants have the option to complete a paper survey and return it to Pivotal Research in a postage-paid business reply envelope.

To complete the online survey participants require a unique access code to log in. The access code differentiates the survey version viewed by participants (registrant or complainant), identifies the complaint outcome and the month their file was closed. All paper surveys provided to complainants also included an access code. Access codes are provided each month to College staff who then distributes them to complainants and registrants upon closure of a complaint file.

This annual report includes results from surveys distributed between March 2016 and February 2017. Surveys returned by March 31, 2017 are included in this report. Quarterly reports over the course of the previous 12 months were provided to the College at the end of each quarter.

Annual Participation

Overall, 23 complainants and 18 registrants completed the exit survey representing an overall response rate of 11.2 percent. Typical studies garner a response rate of around 10 percent.

It is important to note that the overall number of completed surveys is small. As such, results are directional and statistical comparisons are not conducted.

Table 1 shows the number of responses based on the complaint outcome.

Table 1. Number of responses by complaint outcome

Complaint Outcome	Number of complainants	Number of registrants
Dismissal	13	13
Letter of Agreement (Undertaking without monitoring)	6	4
Memorandum of Agreement/Understanding (Undertaking with monitoring)	4	1
TOTAL	23	18

Complaint Resolution Options

CDSBC investigates all complaints related to the conduct or competence of its registrants:

- Dismissal refers to complaints that are closed with no action taken, or with some recommendations/best practice advice.
- Letter of Agreement (LOA) and Memorandum of Agreement/Understanding (MOU) both refer to complaints that are closed with the registrant signing an agreement (or “undertaking”) to take certain steps to improve their practice. The difference is that MOU undertakings also require monitoring by the CDSBC.

More information about CDSBC's complaints process is available on the [College's website](#).

GENERAL OBSERVATIONS

Following are general observations drawn from the results.

- **Complainant Survey**

Complainants are generally in agreement with how CDSBC conducts the investigation, and communicates throughout the process. When complainants disagree with the process, they tend to strongly disagree and when they agree, they tend to only agree rather than strongly agree.

Satisfaction with the complaint process appears to positively correlate with the expected outcome. When outcomes match complainants' expectations, they are likely to display higher satisfaction with the process.

Results suggest that those whose complaints are dismissed are more likely to disagree with the process than those who reach either a letter of agreement (LOA) (Undertaking without monitoring) or a memorandum of agreement/understanding (MOU) (Undertaking with monitoring).

- **Registrant Survey**

Registrants who complete the survey tend to agree in general with how the process is conducted in terms of fairness, courtesy, and thoroughness. However, they are more likely to disagree with the timeliness of the process.

There is little difference when it comes to the type of outcome from the registrant perspective (dismissal, LOA or MOU) from an overall agreement perspective.

Registrants show agreement with the way CDSBC communicates with them during the investigation and resolution process.

Outcomes appear to match the expectations of registrants for the most part. As such, they are likely to be satisfied with the process that follows to investigate the complaint.

RESULTS

The results are organized by survey (complainant and registrant) and by question item where questions are presented in the same order as viewed by survey participants. The results of closed ended items are displayed in tables and graphics while free text comments are provided verbatim [deleted due to confidentiality reasons].

COMPLAINANT

Reason for filing a complaint

Complaints revolve around three themes. They are:

- Patient interaction;
- Perceived clinical competency; and
- Practice/billing.

Process

Results show that complainants who complete the survey tend to agree with how the process is conducted in terms of fairness, timeliness, courtesy, thoroughness and respectfulness.

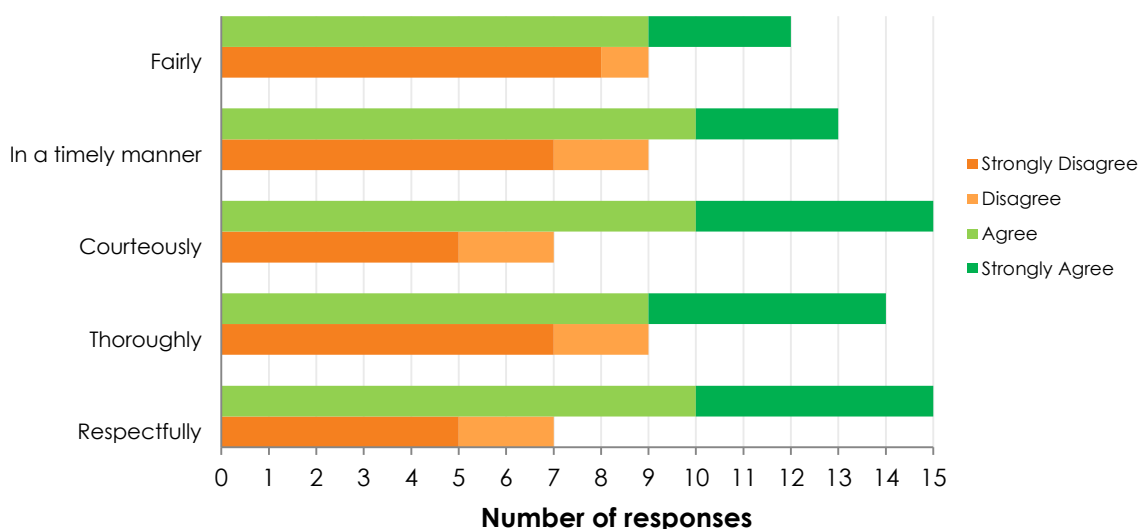
When complainants disagree with the process, they tend to strongly disagree and when they agree, they tend to only agree rather than strongly agree.

With regard to the way that CDSBC dealt with your complaint, please indicate your agreement or disagreement with the following statements.

Table 2. My complaint was dealt with...

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	3	9	1	8	2
In a timely manner	3	10	2	7	1
Courteously	5	10	2	5	1
Thoroughly	5	9	2	7	-
Respectfully	5	10	2	5	1

Figure 1. My complaint was dealt with...



When splitting the data by type of resolution reached at the end of the investigation, results show that those whose complaints are dismissed are more likely to disagree with the timeliness of the resolution process than those whose complaint resulted in a letter of agreement or a memorandum of agreement/understanding with the registrant.

Table 3. My complaint was dealt with...Dismissal (n=13)

Resolution = Dismissal	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	2	6	-	4	1
In a timely manner	2	1	5	4	1
Courteously	2	7	-	4	-
Thoroughly	2	7	-	4	-
Respectfully	2	7	-	4	-

Table 4. My complaint was dealt with...Letter of Agreement + Memorandum of Agreement/Understanding (n=10)

Resolution = LOA + MOU	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	1	3	1	4	1
In a timely manner	1	5	1	3	-
Courteously	3	3	2	1	1
Thoroughly	3	2	2	3	-
Respectfully	3	3	2	1	1

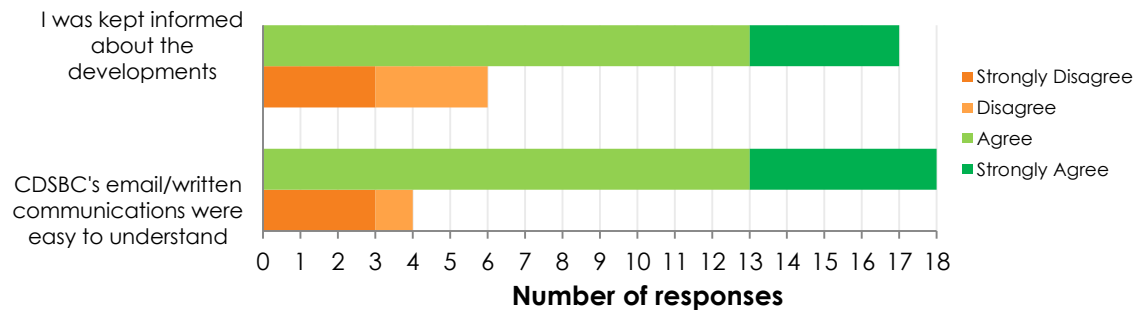
Communication

Complainants are generally in agreement with CDSBC's communications practices. Results do not show any difference between those whose cases are dismissed and those whose cases resulted in an agreement between the registrant and the College.

Table 5. With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
I was kept informed about the developments	4	13	3	3	-
CDSBC's email/written communications were easy to understand	5	13	1	3	1

Figure 2. With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.



Expectations and Satisfaction

A third of those who file a complaint reach the outcome they fully expected at the beginning of the process. This is manifested in the extent to which they are satisfied with the investigation process.

Table 6. Thinking about the outcome of your complaint, was it what you expected?

	Number of responses
Yes	5
Somewhat	11
No	7

Table 7. How satisfied are you with the process followed to investigate your complaint?

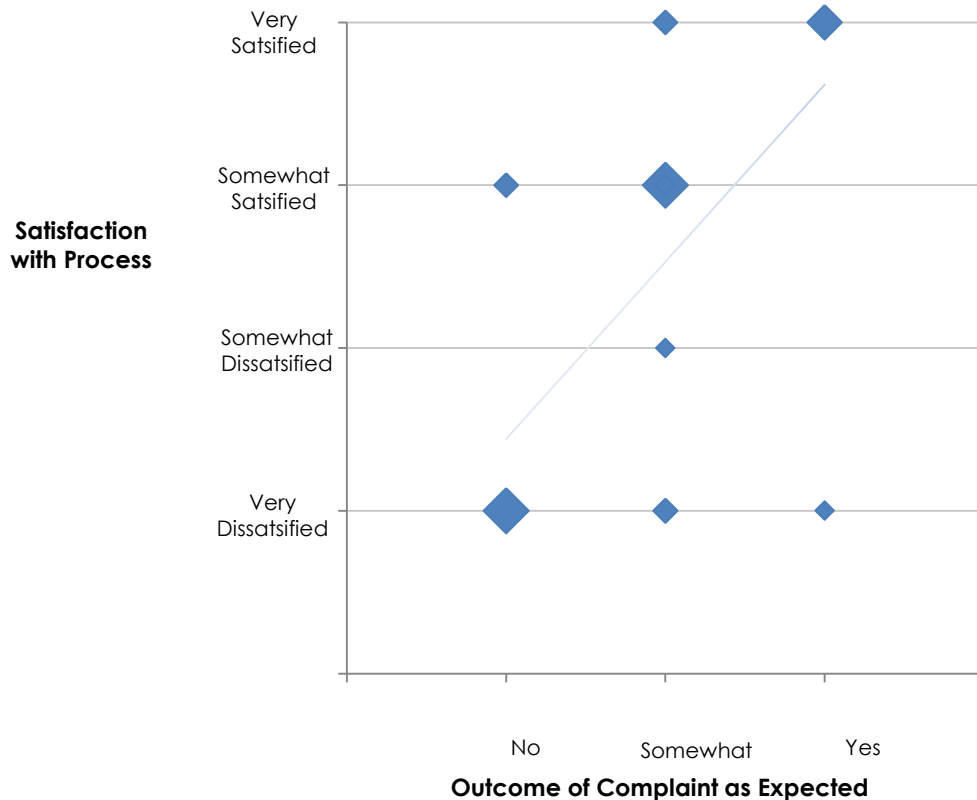
	Number of responses
Very Satisfied	6
Somewhat Satisfied	8
Somewhat Dissatisfied	-
Very Dissatisfied	9

Figure 3 correlates the results for the previous two questions to assess the relationship, if any, between expectation of an outcome and satisfaction with the process.

The results appear to show a trend where the outcome of the complaint positively correlates with satisfaction with the process. When the outcome does not meet expectations, complainants are likely to be dissatisfied and when the outcome meets expectations, complainants indicate higher satisfaction.

The size of the diamond in the graph corresponds to the number of observations. The trend line indicates a linear positive relationship between the two components.

Figure 3. Complainants expected outcome and satisfaction with investigative process



Recommendation

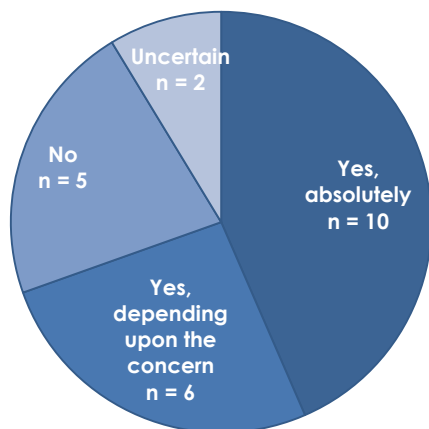
Most complainants are likely to recommend to someone they know to proceed with a complaint to CDSBC should they have a concern about their dentist, dental therapist, or certified dental assistant.

Results for those whose cases are dismissed are similar to those who reach an agreement with CDSBC.

Table 8. If someone you knew had a concern about their dentist, dental therapist or certified dental assistant, would you recommend that s/he make a complaint about that practitioner to CDSBC?

	Number of responses
Yes, absolutely	10
Yes, depending upon the concern	6
No	5
Uncertain	2

Figure 4. Recommendation of CDSBC to others



REGISTRANT

Process

Registrants who complete the survey tend to agree in general with how the process is conducted in terms of fairness, courtesy, and thoroughness. However, they are more likely to strongly disagree with the timeliness.

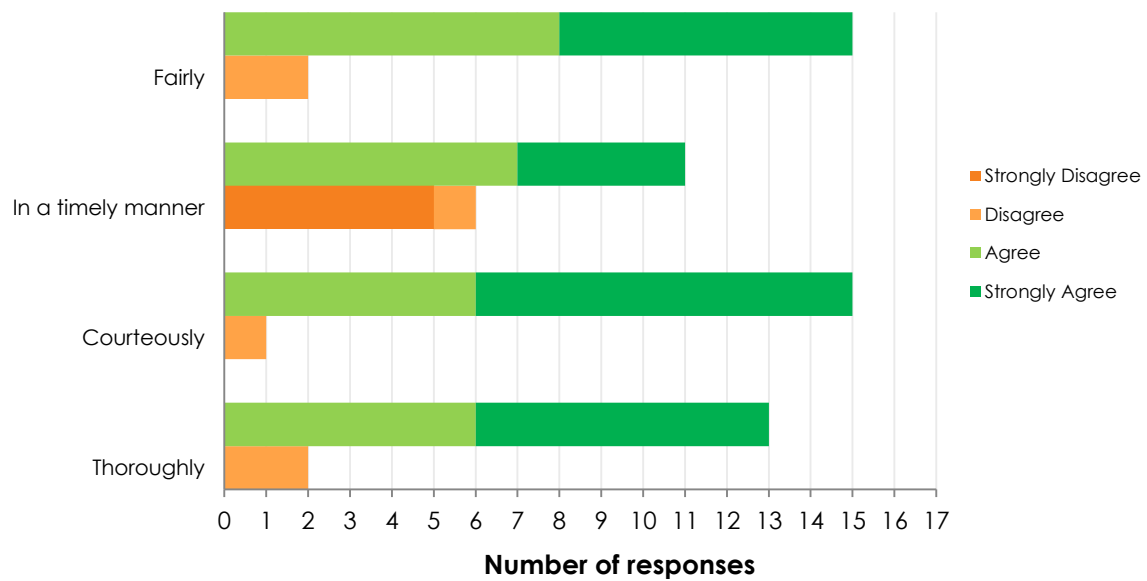
There is little difference according to the type of outcome from the registrant perspective (dismissal, LOA or MOU).

With regard to the way that CDSBC dealt with the complaint against you, please indicate your agreement or disagreement with the following statements.

Table 9. My complaint was dealt with...

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	7	8	2	-	1
In a timely manner	4	7	1	5	-
Courteously	9	6	1	-	1
Thoroughly	7	6	2	-	2

Figure 5. My complaint was dealt with...



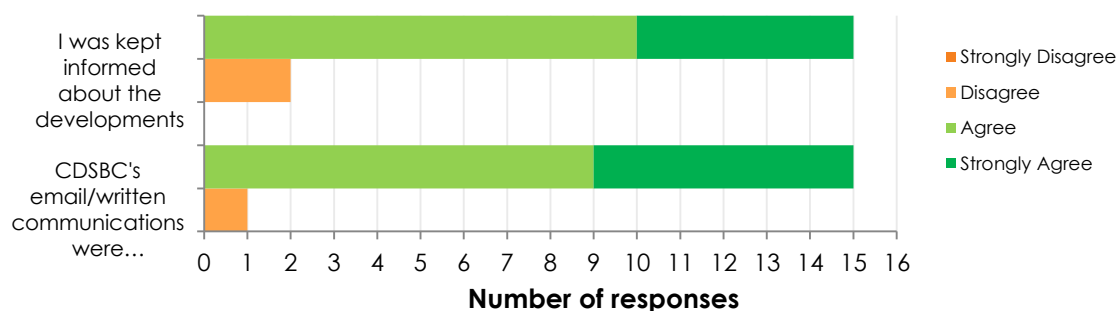
Communication and Interaction

Registrants show agreement with the way CDSBC communicates with them during the investigation and resolution process.

Table 10. With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
I was kept informed about the developments	5	10	2	-	-
CDSBC's email/written communications were easy to understand	6	9	1	-	1

Figure 6. With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

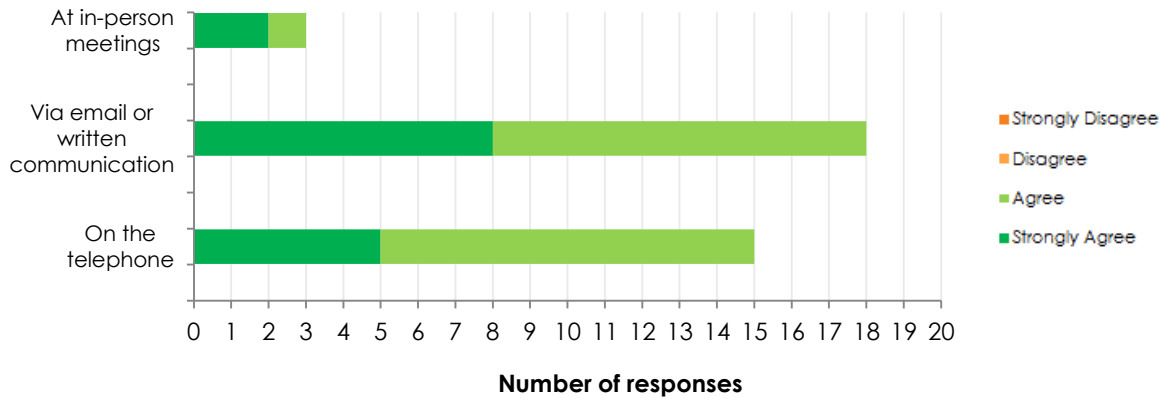


And when interaction is required, registrants agree that CDSBC treats them with respect whether the interaction takes place through in-person meetings, on the phone or via email or written communication.

Table 11. I was treated with respect...

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain	Not applicable
At in-person meetings	2	1	-	-	-	13
Via email or written communication	8	10	-	-	-	-
On the telephone	5	10	-	-	-	2

Figure 7. I was treated with respect...



Expectations and Satisfaction

Outcomes appear to match the expectations of registrants for the most part. As such, they are likely to be satisfied with the process that follows to investigate the complaint.

Table 12. Thinking about the outcome of your complaint, was it what you expected?

	Number of responses
Yes	15
Somewhat	2
No	1

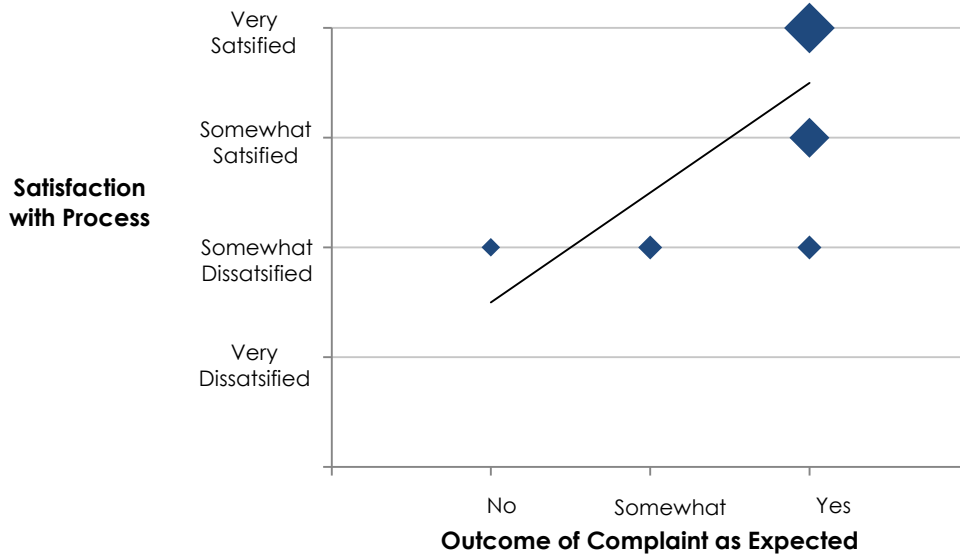
Table 13. How satisfied are you with the process followed to investigate your complaint?

	Number of responses
Very Satisfied	9
Somewhat Satisfied	6
Somewhat Dissatisfied	3
Very Dissatisfied	-

Figure 8 correlates the results for the previous two questions. Generally, the results appear to show that registrants are almost always satisfied so long as the outcome matches their expectations.

The size of the diamond in the graph corresponds to the number of observations. The trend line indicates a linear positive relationship between the two components.

Figure 8. Registrants expected outcome and satisfaction with investigative process



APPENDIX A. SURVEY INSTRUMENTS



CDSBC

College of Dental Surgeons
of British Columbia

Complaints Process Exit Survey

Welcome to CDSBC's Online Complaints Process Exit Survey. CDSBC commissioned Pivotal Research Inc., an independent research firm, to gather feedback and report group data only. They will ensure your responses are anonymous.

Your feedback will be used to assess and improve CDSBC's complaint investigation process. If you have any questions about the collection and use of this information, contact . If you encounter any technical difficulties email .

Please enter your access code below.

Your access code is case sensitive.

Page Break

Survey Instructions

Use the navigation buttons below to proceed through the survey. Do not use your browser's back button.

The survey should take you 5 to 10 minutes to complete.

If you require technical assistance send an email with your access code to feedback@pivotalresearch.ca.

Page Break

COMP AINANT SURVEY

The College of Dental Surgeons of British Columbia is committed to maintaining a fair and transparent complaints process. The purpose of this survey is to give you a chance to comment on how your complaint was handled by CDSBC.

What did you hope to achieve by filing a complaint?

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With regard to the way that CDSBC dealt with your complaint, please indicate your agreement or disagreement with the following statements.

My complaint was dealt with:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respectfully	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
I was kept informed about developments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSDBC's email/written communications were easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Thinking about the outcome of your complaint, was it what you expected?

- Yes
- Somewhat
- No

How satisfied are you with the process followed to investigate your complaint?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

[Page Break](#)

If someone you knew had a concern about their dentist, dental therapist or certified dental assistant, would you recommend that s/he make a complaint about that practitioner to CDSBC?

- Yes, absolutely
- Yes, depending upon the concern
- No
- Uncertain

Given your experience, what could CDSBC do to improve the complaint process?

Please share any comments about the CDSBC Complaint Investigator who looked after your file.

REGISTRANT SURVEY

The College of Dental Surgeons of British Columbia is committed to maintaining a fair and transparent complaints process. The purpose of this survey is to give you a chance to comment on CDSBC's handling of the complaint that was made about you.

With regard to the way that CDSBC dealt with the complaint against you, please indicate your agreement or disagreement with the following statements.

My complaint was dealt with:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
I was kept informed about developments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CDSBC's email/written communications were easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I was treated with respect:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain	Not applicable
At in-person meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via email or written communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Thinking about the outcome of the complaint, was it what you expected?

- Yes
- Somewhat
- No

How satisfied are you with the process followed to investigate the complaint?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Given your experience, what could CDSBC do to improve the complaint process?

[Page Break](#)

Thank you for your valuable feedback. The survey is now complete.
Please click the submit button to send your feedback.



Complaints Process Exit Survey

The College of Dental Surgeons of British Columbia is committed to maintaining a fair and transparent complaints process. The purpose of this survey is to give you a chance to comment on how your complaint was handled by CDSBC.

CDSBC commissioned Pivotal Research Inc., an independent research firm, to gather feedback and report group data only. They will ensure your responses are anonymous.

We encourage you to complete the survey online.

Go to: www.pivotalresearch.ca/cdsbc

and insert your access code:

Alternatively, you can return the paper survey in the postage-paid reply envelope.

Your feedback will be used to assess and improve CDSBC's complaint investigation process. If you have any questions about the collection and use of this information, contact communications@cdsbc.org. If you encounter technical difficulties email feedback@pivotalresearch.ca.

1. What did you hope to achieve by filing a complaint?

2. With regard to the way that CDSBC dealt with your complaint, please indicate your agreement or disagreement with the following statements.

My complaint was dealt with:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
Fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respectfully	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



3. With regard to the way that CDSBC communicated with you, please indicate your agreement or disagreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Uncertain
I was kept informed about developments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CDSBC's email/written communications were easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Thinking about the outcome of your complaint, was it what you expected?

- Yes Somewhat No

5. How satisfied are you with the process followed to investigate your complaint?

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

6. If someone you knew had a concern about their dentist, dental therapist or certified dental assistant, would you recommend that s/he make a complaint about the practitioner to CDSBC?

- Yes, absolutely Yes, depending upon the concern No Uncertain

7. Given your experience, what could CDSBC do to improve the complaint process?

8. Please share any comments about the CDSBC Complaint Investigator who looked after your file.

APPENDIX B. COMMENTS

For confidentiality reasons this section has been omitted.