The steps outlined below are for general information only. Exceptions may apply.

For simplicity, the terms Inquiry Committee and Discipline Committee are used here to refer to either panels or meetings of the whole committee.

COMPLAINTS PROCESS
(normally confidential)

STEP 1 CDSBC Receives a Written Complaint
CDSBC investigates all complaints related to the conduct or competence of dentists, dental therapists and certified dental assistants.

STEP 2 Preliminary Evaluation
The complaints team conducts a preliminary evaluation and recommends one of three options for consideration by the Inquiry Committee*:
(a) dismissal by Registrar
(b) early resolution (e.g. relatively simple complaints)
(c) Regular investigation (and assignment to a Complaint Investigator)

STEP 3 Inquiry Committee* Review
The complaints team includes 8 dentists.

STEP 4 Investigation
The Inquiry Committee reviews the complaint and decides next steps, if any.

STEP 5 Complaints Team Prepares Report with Recommendations
The complaint letter is forwarded to the registrant, who has the opportunity to respond. The registrant’s response is also provided to the complainant.

STEP 6 Inquiry Committee Decision
The complaint letter is forwarded to the registrant, who has the opportunity to respond. The registrant’s response is also provided to the complainant.

STEP 7 Inquiry Committee Directs the Registrar to Issue a Citation

Discipline Process
(normally public)

Citations are issued in the rare instances where an issue is serious, an agreement cannot be reached, and/or the registrant has not responded to the complaint.

A citation is a formal document that lists the allegations against the registrant and provides notice that there will be a public hearing before the Discipline Committee.

Less than 2% of complaints reach the discipline stage. Even after a citation is issued, the registrant can make a proposal to the Inquiry Committee to resolve the citation.

Remedial not Punitive
If concerns about a registrant’s practice are identified, CDSBC takes a remedial and collaborative approach to resolving these concerns. All complaints resolved without a citation happen by consent.

A COMMITTEE-DRIVEN PROCESS
The Inquiry Committee gives direction and decides how each complaint will be resolved. The majority of complaints are resolved at this stage. Complaints only proceed if the registrant asks to appear before the Inquiry Committee, or if the Committee directs that a citation be issued against the registrant.

A report summarizing the complaint, investigation and recommendations for resolution is prepared for the Inquiry Committee.

For early resolution files, this step can be quite brief.

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In the event that a complaint proceeds to a discipline hearing, the Discipline Committee will determine the resolution.

February 2016

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