

COMPLAINT RESOLUTION PROCESS

Filing a complaint

- A formal letter or completed reporting form is required to begin a formal inquiry. Please forward your dated and signed complaint to the College office.
- Your written complaint will be forwarded to the Complaints Director for review. The Complaints Director may contact you for further information before initiating action that might be taken to deal with your complaint. If the College has jurisdiction with respect to your complaint, the Complaints Director has several options, including: attempting to resolve the matter informally, conducting a formal investigation into your concerns, appointing a preliminary investigator to consider your allegations, or dismissing the Complaint.

A copy of your written Complaint is usually sent to the Dental Technologist/ Dental Technician

- You will be notified within 30 days what action the Complaints Director has decided to take after receiving your complaint.

Outcome and Appeal Process

If you are not satisfied with the outcome, you may appeal to the Complaints Review Committee. You must indicate your intent to appeal to the CDTA Hearings Director in writing within 30 days of receiving notice that no further action will be taken on the file. The Complaints Review Committee is a College-appointed Committee, comprised of Regulated Members and at least one Public member.

Q & A

How do I know if my concern justifies a complaint?

You should feel comfortable approaching a Dental Technologist/Technician regarding any Concern related to their conduct or competence to practice. If the conversation proves to be unsuccessful, you may file a formal complaint with the College. With that being said, if the issue relates to Business practices, financial matters (pricing, billings, warranty, and refunds) your concern should be directed to the Laboratory owner as the College of Dental Technologists has no jurisdiction.

How do I begin the Complaint Process?

You must send it your completed, signed, Complaint reporting form along with copies of supporting documentation to the College office. Your complaint should be as detailed as possible, outlining the nature and sequence of events that led to your concerns.

Will the Dental Technologist/ Dental Technician know that I am making a Complaint?

YES, a copy of your written complaint is usually sent to the Regulated member.

Can I be sued for making a complaint?

NO. You cannot be sued for making a complaint. However, you could be at risk legally if you distribute copies of the Complaint to others, which may constitute libel.

Will my complaint bring financial compensation?

NO. That is a matter that requires you to obtain legal advice and perhaps consider a Civil law suit.

What if my complaint pertains to a non-regulated Dental Lab Employee?

The College of Dental Technologists does not regulate all persons employed by a Dental Laboratory. Complaints involving supporting staff should generally be taken up with the appropriate supervisor or Dental Laboratory owner.

How long does the process take?

The review and investigation of a complaint can take three months or longer. It depends on the Complexity of the case and the type of investigation required.

Is there a limit to file a complaint?

NO, but the sooner you file a complaint, the more effective the process.

What are the possible outcomes?

Possible outcomes include:

- No further action; the evidence does not support the complaint,
- Recommendations to the regulated member (Dental Technologist /Technician) for improvement
- Formal hearing, which may result in discipline.