

Filing a Complaint

Instructions for Filing a Complaint

1. Complete this form with as much detail as possible. *(Please type or print.)*
2. Sign and date the form.
3. Attach any additional documents to support the complaint *(Patient records, proof of authority, etc.)* Only attach key documents. We will advise you if we require more information.
4. Submit the complaint reporting form and supporting documents to the Complaints Director by email @ complaintsdirector@cdta.ca

FAQs

Can the CDTA type out my complaint for me or take a verbal complaint?

No, we are required by the Health Professions Act to accept written and signed complaints only and are unable to prepare this on your behalf.

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. If the issue relates to business practices, financial matters (pricing, billings, warranty, and refunds) your concern should be directed to the laboratory/practice owner as the College of Dental Technologists has no jurisdiction.

Will the Dental Technologist/Dental Technician know I'm making a complaint?

Yes. When a formal complaint is received, we notify the regulated member and provide a copy of the complaint and attachments for review and response.

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/practice owner.

How long does the complaints process take?

The College makes every effort to resolve complaints in a timely manner. Reviewing a complaint can take months or years depending on the complaint's complexity, length of investigation and availability of panels and experts (if required).

What is reviewed during an investigation?

The Complaints Director will collect necessary information, which may include medical records, witness statements, or other documentation necessary to investigate your complaint.

Can I be sued for filing a complaint?

No. However, if you distribute copies of the complaint to others, that may be considered libel and may put you at risk legally.

Will I be financially compensated if my complaint is upheld?

No. The professional conduct process as written in the Health Professions Act determines whether a Regulated Member's conduct is unprofessional. A Hearing Tribunal does not have the authority to award monetary compensation to a complainant. Financial compensation can be sought through the Alberta Court system. If you are looking for financial compensation you need to seek legal advice.

What are possible outcomes of a complaint investigation?

Under the [Health Professions Act](#) (HPA), the Complaints Director has several options for handling complaints:

- The complaint may be dismissed if evidence does not support the complaint or there was insufficient evidence to proceed.
- The complaint may be directed to investigation and may go to a formal hearing, which may result in discipline.
- The Complaints Director may request the complainant make reasonable attempts to resolve the concern directly with the registrant or with the registrant's employer. If the result is unsuccessful the complaint can be re-submitted.
- The Complaints Director may speak to the complainant and the registrant to see if an expedited alternate resolution is an option under [Section 55(2)(a.1) and Section 55(2)(a) of the [Health Professions Act](#) (HPA)]

What if my complaint is dismissed?

The complainant can request a review of the dismissal to the complaint review committee (Section 55(3) of the HPA) within 30 days of the Notice of Dismissal. 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.