

COMPLAINT RESOLUTION PROCESS-INFORMATION FOR RESPONDENTS

Definitions

Complainant: The individual who comes forward with a signed, written complaint. The Complainant can be a member of the Public, another regulated member, or another Healthcare provider.

Investigator: The person CDTA assigns to investigate the complaint. The investigator is often the Complaints Director. The Investigator is identified in the Complaints Director's notice of complaint letter.

Professional misconduct: Misconduct is defined in the Standards of Practice and Code of Ethics for the profession. You may refer to these documents in their entirety on the College website.

Respondent: The regulated member who is the subject of the Complaint

Unprofessional conduct: Unprofessional Conduct is defined by the Health Professions Act (HPA). In part, elements of Unprofessional Conduct include:

- Displaying lack of knowledge, skill, or judgement in the provision of professional services;
- Contravention of the HPA, code of ethics, standards of practice, or another enactment that applies to the profession; and
- Conduct that harms the integrity of the profession

Your conduct is generally measured against the College's standards of practice and code of ethics.

FQAs

What does CDTA say about complaints?

Prior to a formal complaint investigation, the CDTA encourages individuals who are not satisfied with the Dental prosthesis or level of professionalism by the regulated member to discuss this directly.

Now that I have been named in a complaint, what do I do?

You must provide a written response to the Complaint and all documentation that the College requests.

You must:

- Provide a response promptly and thoroughly as possible;
- Describe the sequence of events leading up to and after the complaint;
- Confine your response to the complaint issues;
- Explain the reasons for the actions you took or things said, outlining extenuating factors; and,
- List all the professional services or practices that you have changed because of the complaint

Where relevant, your response should include:

- Copies of records
- Copies of background material, including faxes, letters, e-mails, letters, policies etc. And,
- Any technical or clinical information the complainant may not be aware

Please note: if your response is delayed, notify the Complaints Director as soon as possible. Your failure or refusal to cooperate with the investigator at any time through the process may constitute unprofessional conduct.

Do I need a lawyer?

Most complaint investigations are resolved without legal counsel, you are entitled to seek legal advice at any stage in the investigation.

Can I contact the Complainant after the complaint has been filed?

Often open and direct contact with the complainant is appropriate, even encouraged. It may be that the complainant feels their concerns are not being addressed, therefore dialogue between the two parties may be the best way to resolve the issue. Please feel free to contact the Complaints director if you have any questions.

Does the Complainant see my written submission?

Your response, in whole or in part, may be provided to the Complainant for further comment

How long does the complaint stay on my file?

The CDTA retains all formal investigations indefinitely. Information gathered is not generally available to the public including the findings of an investigator. However, if the Complaints director sends the matter to a hearing and there is a finding of unprofessional conduct or professional misconduct, the Hearing Tribunal may request the decision be made public.