

TITLE:

Complaints about Dental Registrants

REFERENCES:

Health Practitioners (Professional Standards) Act 1999

Health Quality and Complaints Commission Act 2006

Dental Practitioners Registration Act 2001

Dental Practitioners Registration Regulation 2001

POLICY:**Classification**

Complaints about dental registrants can arise out of a variety of incidents and are dealt with under various sections of the legislation. These include

1. Complaints from users of dental services and/ their representatives about dental treatment, s.51(1) of the *Health Practitioners (Professional Standards) Act 1999* (“Professional Standards Act”);
2. Complaints from other persons or entities about dental treatment, s.53(1) of the Professional Standards Act;
3. Complaints referred to the Dental Board of Queensland (“the Board”) from the Health Quality and Complaints Commission (“HQCC”), s. 53(1)(b) of the Professional Standards Act;
4. Complaints about dental registrants that require assessment under Part 7 - *Management of Impaired Registrants by Boards* of the Professional Standards Act;
5. Complaints about dental registrants that arise out of breaches of the *Dental Practitioners Registration Act 2001* or *Dental Practitioners Registration Regulation 2001* dealt with under s.53(1) of the Professional Standards Act.

Procedures

The Board shall establish the following advisory committees to deal with the receipt and progressing of the complaints:

- Complaints Advisory Committee (Dental Board)
- Health Assessment and Monitoring Committee (Dental Board)
- Advisory Committee on Advertising

Complaints Advisory Committee (Dental Board)

The objectives of the CAC (Dental Board) shall be to:

1. receive complaints on behalf of the Board;
2. appoint Investigators when required;
3. provide recommendations about complaints to the Board
4. provide advice to the Investigator during the process of an investigation;
5. provide reports to the Board;
6. ensure that all complaints are dealt with according to the Professional Standards Act, and in a timely manner.

Health Assessment and Monitoring Committee (Dental Board)

The objectives of the HAM Committee shall be to:

1. receive complaints or referrals which may be kept by the Board to be dealt with under Part 7 of the Professional Standards Act;
2. to take such steps as are necessary to ascertain reasonable belief that a registrant is impaired;
3. liaise with the Health Assessment Monitoring Program concerning the management of impaired registrants.
4. provide reports to the Board

Advisory Committee on Advertising (“ACA”)

The objectives of the ACA shall be to:

1. receive complaints pertinent to advertising by dental registrants and dental companies;
 2. take such steps as are necessary to assess complaints to determine whether an investigation should be conducted;
 3. monitor advertising of dentistry by registrants and other entities;
 4. provide advice about advertising to registrants and dental companies;
 5. provide reports to the Board.
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