

The Complaint Process



The College of Dental Technologists of Ontario (CDTO) has a formal complaint process that gives everyone the right to have their complaint about a Dental Technologist investigated by the College's Inquiries, Complaints and Reports Committee (ICRC). Each step of the process is designed to ensure fairness to both the complainant and the Dental Technologist who is the subject of the complaint.

There are no time limits for filing a complaint however it is recommended that the concerns are brought to the attention of the College as soon as possible after the event as witnesses may be harder to reach over time and it is more likely that relevant documents would be easier to obtain closer to the date of the event.

How do I file my complaint?



First Step:

Contact the College if you wish to make a formal complaint about a Dental Technologist. If you are unsure about your concerns regarding your complaint the College will be able to assist you with addressing your concerns.

The College requires that you submit your complaint in writing or recorded on an audio, videotape, film, computer disk or some other medium. Your complaint should be addressed to the Registrar of the College.

Please indicate the name of the Dental Technologist and provide as much detail as you can about the event with a description of your concerns and any supporting documents you wish to provide to the College.

The College regulates Dental Technologists and their practices not the laboratories they work in.

What happens next?

Upon receipt of your written or recorded complaint to the College, an investigation begins. The Dental Technologist who is the subject of the concern is given notice of the complaint within 14 days of the College receiving the concern and is also provided with an opportunity to make a submission to the College regarding the complaint within 30 days of receiving notice of the concerns.

A Panel of the Inquiries, Complaints and Reports Committee (ICRC) reviews the complaint matter deliberating on an appropriate decision regarding the resolution of the matter or the next steps to take.

Under the *Regulated Health Professions Act*, the ICRC has the following statutory options:

- Refer a specified allegation of the member's professional misconduct or incompetence to the Discipline Committee if the allegation is related to the complaint or the report.
- Refer the member to a panel of the Inquiries, Complaints and Reports Committee under section 58 for incapacity proceedings.
- Require the member to appear before a panel of the Inquiries, Complaints and Reports Committee to be cautioned.
- Take action it considers appropriate that is not inconsistent with the Health Professions Act, this code, the regulations or bylaws.

What happens after the ICRC makes their decision?

Once the Inquiries, Complaints and Reports Committee (ICRC) makes their decision, both the Complainant and the Dental Technologist are provided with a written copy.

Facts about the complaint process

May I appeal the decision of the ICRC if I don't agree with it?

Under the *Regulated Health Professions Act*, (RHPA) it is the right of either the complainant or the Dental Technologist to request a review of the decision of the ICRC Panel by the *Health Professions Appeal and Review Board*, (HPARB) **unless** the decision of the ICRC panel was to:

- Refer an allegation of professional misconduct or incompetence to the Discipline Committee or
- Refer the member to a panel of the Inquiries, Complaints and Reports Committee under section 58 for incapacity proceedings.

A request for review of the decision of the panel of ICRC must be made within 30 days of receipt of the Decision and Reasons of the ICRC.

The *Regulated Health Professions Act* (RHPA) provides ways in which a Panel of the ICRC can resolve a complaint matter, however a Dental Technologist cannot be compelled to apologise or be compelled to provide financial compensation or a refund.

The RHPA requires that a complaint be resolved or closed within 150 days, however as much as the Panel of the ICRC always strives to meet this requirement it is not always possible to do so. If a complaint matter does go beyond 150 days, the parties will be notified of the status of the matter at timely intervals as in accordance with the *RHPA*.

The members of the Panel of the ICRC are comprised of Dental Technologists and members of the public who are appointed by the government.

