

# CDSS COMPLAINT / CONCERN RESOLUTION PROCESS



## FOR YOUR INFORMATION

1. All dental patients have the right to informed choice and the right to expect professional care from their dentists. If you have concerns with the professional care you have received, please attempt to first discuss your concerns with your dentist. If you still have concerns after his/her explanation and wish to file a complaint you should contact the CDSS at **306-244-5072** or email at [cdss@saskdentists.com](mailto:cdss@saskdentists.com).

2. The CDSS's role is to regulate the profession to ensure the safety of the public in dental health matters. Complaints are processed according to the Dental Disciplines Act (1997) by the Professional Conduct Committee (PCC).

Concerns from third party payers/insurance companies will be addressed by this same process.

3. The Complaint Resolution Process cannot promise recovery of treatment costs to patients or third-party payers and **does not** consider compensation for pain, suffering, travel and other costs related to treatment provided by a CDSS member. Some financial remedies may be included in the PCC Consent to Conditions Agreement or a Discipline Committee decision.

4. Before, during or following the complaint, you may want to seek legal advice regarding remedies for pain, suffering, travel reimbursement and other costs. Please note that under the Statute of Limitations, there is a limited time frame during which you can initiate this type of civil action which would be addressed and determined by the courts on its own merit.

5. The CDSS cannot proceed on a complaint against a member more than two (2) years after the day he or she is longer licensed in Saskatchewan.

The CDSS has no authority to discipline dentists who are not licensed to practice in the province of Saskatchewan. Any complaints involving these dentists should be addressed in the jurisdiction where the dentist in question is licensed to practice.

## 6. WHAT HAPPENS TO MY COMPLAINT TO THE COLLEGE?

a. Upon receiving a call, regarding a concern or a complaint, the CDSS office will forward to the complainant all necessary forms to file a complaint. Included is a release form, which allows the CDSS to access your patient dental records.

b. Upon receiving the signed, completed forms from a complainant, the CDSS office will request the dentist to respond specifically to the written complaint.

c. The complaint is then reviewed and investigated by members of the PCC. The PCC may request an assessment and report from the Quality Assurance Committee (QAC). Depending on the relevant information provided, the Committee may investigate the matter by taking any steps it considers necessary [DDA s29(1)(b)].

## 7. THE PROFESSIONAL CONDUCT COMMITTEE SHALL PROVIDE A COPY OF A "WRITTEN REPORT" TO THE DISCIPLINE COMMITTEE CONTAINING THE PCC DECISION AS FOLLOWS:

a. Refer the matter as a "**formal complaint**" to the Discipline Hearing Panel; or

b. Determine that no further action is required because the PCC believes that the public is protected in an expedited and efficient manner by a **confidential 'Consent to Conditions' agreement** between the PCC and the member; or

c. Determine that no further action is required based on the facts of the case.

8. Details of an **investigation** and **conditions** within a Consent to Conditions agreement **will not** be shared with the complainant, unless the complainant would need to know the conditions, such as reimbursement of treatment costs or an apology.

9. The PCC shall provide a copy of a **“Written Report”** to:
  - a. the College Council;
  - b. the person (if any) who made the complaint;  
and
  - c. the member whose conduct is the subject of the complaint.
  
10. **Details of a ‘Consent to Conditions’** agreement or of a **PCC investigation** will not be shared in the **“Written Report”** (so as not to bias or contaminate a discipline hearing panel if the matter is not resolved by either 7.b. or 7.c. above).



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