

PUBLIC PROTECTION MANDATE

The College of Dental Technicians of BC is the regulatory organization for the profession of dental technology in British Columbia. The mandate of the College is to regulate the profession in the public interest. Dental technicians are accountable to their College and must follow the legislation governing their profession, including an established code of ethics and practice standards.

If you are dissatisfied with the service provided by a dental technician, or if you have evidence that a dental technician has contravened the governing legislation, you may submit a written complaint to the College.

Dental technicians provide services in collaboration with other health professionals. A dental technician is provided with a prescription and other essential information from the dentist or denturist integral to the fabrication of a dental appliance. The appliance fabricated is affected by such factors as the quality of the impression taken, the prescription, the models, and direction provided to the dental technician.

Occasionally issues arise from misunderstanding or poor communication that may be resolved directly between the Complainant and the RDT without the filing of a formal complaint.

If you choose to submit a complaint to the College, **please forward the complaint in writing to the Registrar**. The complaint should include:

- the name of the RDT involved
- information about your complaint, including dates, times, incidents, etc., and
- any other relevant information or documentation.

INQUIRY INTO YOUR COMPLAINT

The Inquiry Committee, appointed by the Board, will investigate your complaint. The committee is comprised of appointed public members of the Board, and elected dental technician members.

During the course of the investigation relevant information will be collected from various sources. The Inquiry Committee may also send an inspector or an investigator into the laboratory to gather further information. The RDT under investigation will also be provided with a copy of your complaint and be asked to provide any information relevant to the investigation.

INQUIRY COMMITTEE DECISIONS

The committee meets approximately every 6 weeks. After carefully considering and reviewing a completed investigation report, the Inquiry Committee has the authority to proceed in the following manner:

- a) take no further action if the conduct or competence of the RDT is satisfactory, or it is the committee's view that the matter is trivial, frivolous, or vexatious
- b) take any action it considers appropriate to resolve the matter between the Complainant and the RDT
- c) request that the RDT consent to remedial action which could include, but is not limited to, educational upgrading or accepting a written reprimand, etc.
- d) Direct the Registrar to issue a citation and proceed to a hearing of the matter

If the RDT does not agree to or comply with remedial action, does not comply with the terms agreed to, or if the complaint is of a very serious nature, the Inquiry Committee may direct the Registrar to issue a citation to the RDT to appear at a hearing of the Discipline Committee.

NOTIFICATION OF INQUIRY DECISIONS

In the event that the Inquiry Committee decides to take no further action with respect to a complaint, it will report its decision to the Board and to the Complainant. In that instance, the Complainant may request that the Board review the decision.

In the event that the Committee does not resolve the matter between the complainant and the registrant, and comes to some other consent agreement with the registrant the complainant may request a written summary regarding that agreement.

LIMITATIONS

The College is not a court of law and does not have the authority to address claims for general damages, inconvenience, suffering, pain or trauma which a Complainant may have incurred or suffered with respect to services provided by a registrant. Claims for general damages can only be addressed by the judicial system. You may wish to seek legal advice in this regard.

Our remedies with respect to inquiry are limited to resolution, reprimand or remedial action by consent, or at completion of a Hearing of the matter, the College may order a limit or condition on the practice of the respondent, suspend or cancel the registration of the respondent, impose fines to a maximum allowed under the Act (\$20,000) and assess costs of the Hearing.

**COLLEGE OF
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***"IT IS THE DUTY OF
THIS COLLEGE AT ALL TIMES
TO SERVE AND PROTECT THE PUBLIC,
AND TO EXERCISE ITS POWERS
AND DISCHARGE ITS
RESPONSIBILITIES UNDER ALL
NACTMENTS
IN THE PUBLIC INTEREST."***



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COMPLAINTS

THE INQUIRY PROCESS

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