



Guide to the College's Complaint Process

The [Regulated Health Professions Act, 1991 \("RHPA"\)](#), sets out the process that is followed when a complaint about a registered Denturist is investigated.

The process is designed to ensure that both the individual who is filing the complaint and the Denturist are treated fairly.

Each complaint received by the College is thoroughly and objectively investigated to determine if there is any evidence of professional misconduct, incompetence or incapacity.

What should I do if I have concerns about a Denturist?

The College is able to provide information that may be useful to individuals who are unsure of the quality of care a patient has a right to expect from a Denturist. College staff can also assist with the filing of a formal complaint. Contact information is provided at the end of this Guide.

How do I file a Complaint?

A formal complaint can be filed with the College in writing, by e-mail, surface mail, audio, videotape, film, recordable medium. The College cannot accept a verbal complaint by telephone. The College's [Complaint Submission Form](#) can be used to submit a complaint. If you cannot access the form online, please contact a member of the College staff to request a copy.

The following information is required in the submission of a formal complaint:

- Your full name;
- Your mailing address, email address and daytime phone number;
- A clear statement that you are submitting a complaint;
- The full name of the Denturist;
- As much detail as possible about your concerns such as type of complaint (denture problem, conduct problem, other), type of denture (full/partial/upper/lower);
- Names of any other Denturists, health-care practitioners or persons that may have information that pertains to the complaint.

When the College receives a formal complaint, a letter acknowledging receipt of the complaint is sent to the complainant by regular mail.

Is there a time limit for making a complaint?

No, there is no time limit on the filing of a complaint.

What happens to the complaint once it is submitted?

A complaint is reviewed by the Inquiries, Complaints and Reports Committee (ICRC). The members of the ICRC are either Denturists or members of the public who are appointed to the College Council by the provincial government.



How does the process begin?

When the College receives a complaint:

- a copy of the complaint is forwarded to the Denturist
- the Denturist has 30 days to submit a written response to the College
- the complainant has an opportunity to review the Denturist's response

Unless there is a question of personal safety or risk for the complainant, the name of the complainant and the nature of the complaint are shared with the Denturist.

What happens next?

A complaint is fully and impartially investigated by College staff or an appointed investigator. Any investigation is limited to the specific complaint.

An investigation includes written submissions from both the complainant and the Denturist and any other Denturists or health-care practitioners who have treated or consulted on the complainant's treatment. An investigator may also formally contact any third-party insurers.

As part of its investigation, the ICRC may request medical records, and other relevant information from other regulated health-care professionals. The ICRC may also engage an expert to provide further information pertinent to the complaint and investigation.

Once the investigation of a complaint is complete, the ICRC considers all of the information before it and makes a decision based on that information.

How long does it take to complete the Complaint Process?

The time taken for the ICRC to receive, investigate and render a decision on a complaint varies with the complexity of the matter. Under the *RHPA 1991*, the ICRC is required to render a decision on a complaint within 150 days of receipt of the complaint. In the event that the disposition of a complaint takes longer than 150 days, the College will provide notice to the complainant and the Denturist.

Does the Complainant or the Denturist meet with the ICRC?

No. The ICRC is only authorized to conduct a review of the documentation associated with a particular matter.

Can the ICRC award money or damages?

No. The law governing health professions only permits the Committee to make a decision about the Denturist's conduct and actions. The ICRC cannot award compensation of any kind. Only the court has the authority to award compensation. If you are considering legal action against a Denturist, please contact a legal advisor.

What are the possible outcomes?

Pursuant to the [Regulated Health Professions Act](#), there are a number of options available to the ICRC following its investigation of a complaint. The ICRC may:

- **TAKE NO FURTHER ACTION:** If the Denturist's conduct and/or actions meet reasonable and acceptable standards of practice or if there is insufficient information for the Committee then no further action is taken. No further action may also be taken when a panel is satisfied that a complaint was frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process.
- **PROVIDE WRITTEN ADVICE:** If the ICRC believes the Denturist would benefit from advice or direction on future conduct, the ICRC can provide that advice in writing.



- **PROVIDE AN ORAL CAUTION:** In cases where of a more serious nature, the ICRC can require the Denturist to appear before the panel of the ICRC to receive an oral caution.
- **REQUIRE THE DENTURIST TO COMPLETE A SPECIFIED CONTINUING EDUCATION OR REMEDIATION PROGRAM (SCERP):** If the ICRC believes that a Denturist would benefit from further training or education, it may request or order the Denturist to participate in a specific training or educational program.
- **REFER THE MATTER TO A PANEL OF THE ICRC TO SPECIFICALLY INQUIRE INTO THE CAPACITY OF THE DENTURIST:** If, when considering an initial complaint, the ICRC identifies concerns about the Denturist's health or capacity that may be affecting his/her ability to practise effectively, the ICRC can refer the matter to a panel of the ICRC that is assembled specifically to determine whether or not there are concerns about a Denturist's capacity.
- **REFER SPECIFIC ALLEGATIONS OF PROFESSIONAL MISCONDUCT OR INCOMPETENCE TO THE DISCIPLINE COMMITTEE:** If, after its investigation, the ICRC believes that the Denturist is incompetent or has committed acts of professional misconduct, the matter is referred to the Discipline Committee.

What happens once the ICRC makes a decision?

Once a panel of the ICRC reaches a decision, the complainant and the Denturist are sent a written copy of the decision.

Are ICRC decisions publically available?

Yes. When the ICRC decides to refer allegation of professional misconduct to the Discipline Committee, requires a member to attend an oral caution, or requires the member to complete a specified continuing education or remediation program (SCERP), a notation of this information is posted on the Denturist's profile in the Public Register.

Is there an appeal process?

Yes. If either the complainant or the Denturist is dissatisfied with the ICRC decision on a matter, an appeal can be requested. Appeals of ICRC decisions are considered by the provincial [Health Professions Appeal and Review Board](#)

When the ICRC decision involves the referral of a matter to either the Discipline Committee or the Fitness to Practise Committee, these referrals cannot be appealed.

Do I need a Lawyer?

A complainant does not need legal representation to file a complaint or participate in the complaints process. However, one is entitled to legal representation if one so wishes.

CONTACT THE COLLEGE

If you would like to speak with someone about the conduct of a Denturist or about the complaints process, please contact the College:

College of Denturists of Ontario
Attention: Complaints
365 Bloor Street East, Suite 1606
Toronto, ON M4W 3L4
Email us: complaints@denturists-cdo.com
Call us: 416-925-6331 ext. 224 • 1-888-236-4326
Visit our website at: www.denturists-cdo.com