

Informal Complaint
(no signed complaint form)

Complaint phone call or online submission received to CAD. Complainant is encouraged to speak with dentist to reach resolution and the dentist is notified that CAD received a call.

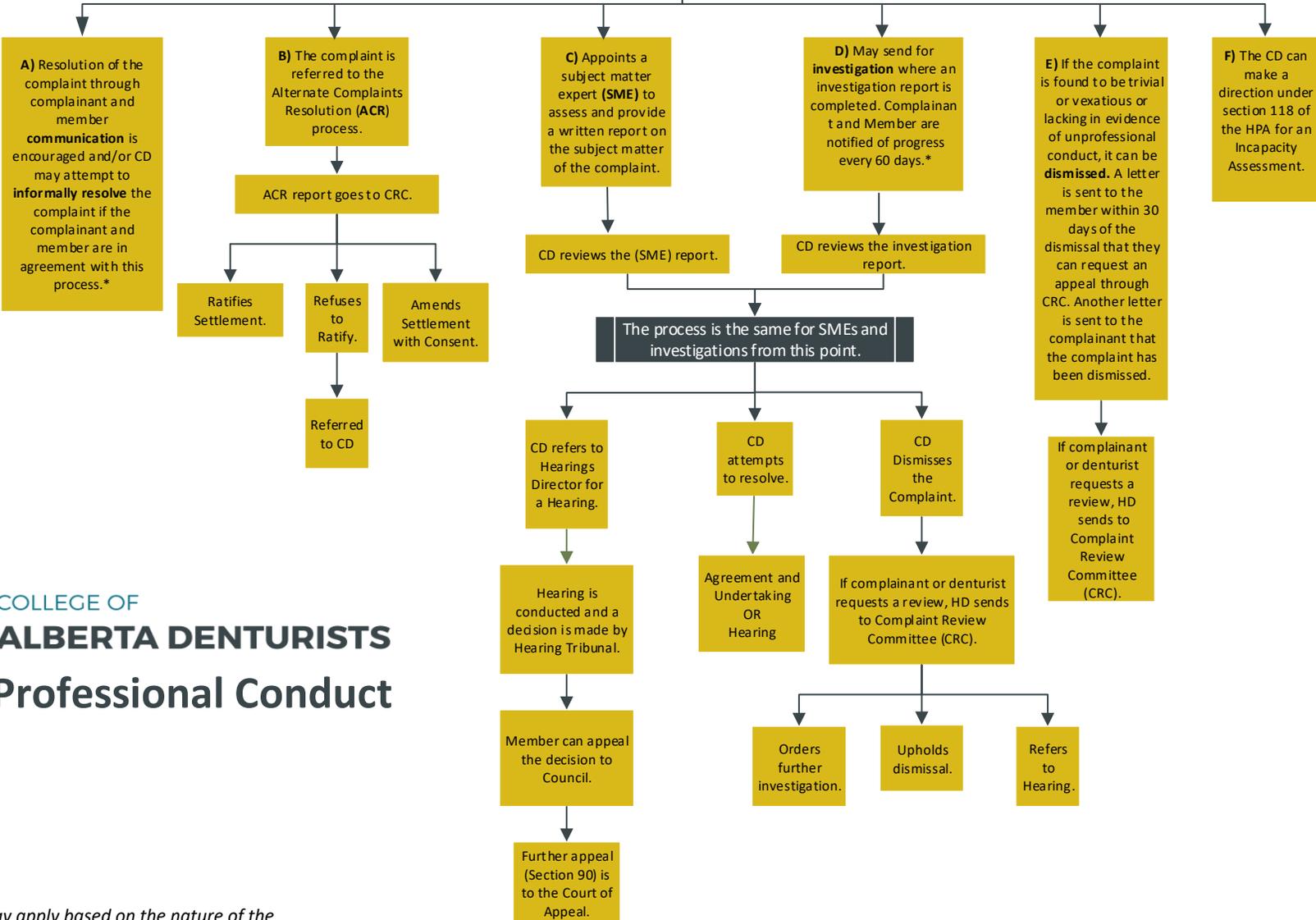
End

Formal complaint is received to CAD via a signed and completed complaint form.

CD reviews the complaint and at that time will determine if additional documentation/information is needed to support acceptance or denial of the complaint. The CD must notify the complainant and dentist of the actions to be taken within 30 days of receiving the completed complaint form.

If the complaint is **accepted**, (Section 55 of the HPA) letters are sent to the complainant and member to notify them that a complaint has been accepted formally.

The CD decides the most appropriate pathway to resolution under Section 55 of the HPA.



COLLEGE OF ALBERTA DENTURISTS
Professional Conduct

**Exceptions may apply based on the nature of the complaint and in accordance with the HPA.*