

STATE OF IDAHO



BOARD OF DENTISTRY

HOW DOES THE BOARD OF DENTISTRY'S COMPLAINT PROCESS WORK?

When the Board of Dentistry initially receives your written complaint, a review will take place in order to determine whether the circumstances reported in your complaint fall within the Board of Dentistry's jurisdiction. You will be advised in writing if the Board of Dentistry is unable to consider your complaint. If your complaint falls within the Board of Dentistry's jurisdiction, the first action taken will be to provide a copy of your complaint to the dentist or dental hygienist you are complaining against in order to allow them to provide a written response to your complaint and, if necessary, copies of your applicable dental records. After the response from the dentist or dental hygienist is received, all available information regarding your complaint will be reviewed in order to determine whether your complaint requires further investigation. If your complaint requires further investigation it will be provided to a Board of Dentistry investigator (who will be a dentist) for further information gathering. The Board of Dentistry's investigator may contact you, the dentist or dental hygienist you complained against and any follow-up practitioners that you identified in your complaint. If your complaint does not require further investigation or when the additional investigation is completed, all available information will be provided to the members of the Board of Dentistry for their review. The members of the Board of Dentistry review complaints and make disciplinary decisions at their quarterly meetings. Because the Board of Dentistry's complaint process is detailed and carefully conducted, you should expect that it would take some period of time to complete. You will be informed regarding the Board of Dentistry's decision on your complaint.

WHAT HAPPENS IF DISCIPLINARY ACTION IS TAKEN AGAINST A LICENSEE?

If your complaint results in disciplinary action being taken against a dentist or dental hygienist, the case may be resolved by mutual agreement or it may require that an administrative hearing be held. An administrative hearing is similar to a court trial and involves lawyers, a court reporter, a hearing officer and witnesses who testify under oath. Administrative hearings and the record of the proceedings are open to the public. You may be required to appear at the administrative hearing to testify and be questioned about your complaint.