

STATE OF ARIZONA BOARD OF DENTAL EXAMINERS COMPLAINT REVIEW PROCESS

THE BOARD IS NOT ALLOWED BY LAW TO MAKE AN AWARD FOR PAIN AND SUFFERING, TRAVEL EXPENSES, TIME LOST FROM WORK, OR COSTS FOR RETREATMENT. ADDITIONALLY, THE BOARD HAS NO JURISDICTION OVER FEE DISPUTES.

The guidelines listed below are general steps after a complaint form has been filed with the Arizona State Board of Dental Examiners.

Filing a Complaint

If the information on the complaint form is not complete, the complaint form will be returned to the person filing the complaint for completion.

If it is found that the complaint does not fall within the Board's statutory authority, the complainant will be notified that complaint will not be investigated.

The complaint in some cases will be terminated by the Executive Director in concurrence with the Investigative Team.

After an initial review, if the allegations in the complaint appear to be substantiated, the complaint will be investigated.

Investigation

The Chief Investigator will evaluate all information, including records and either:

Make a recommendation to the Board to terminate the investigation because of insufficient evidence to support the allegations.

Make a recommendation to the Board that there has been no violation of the law, but the case should result in a non-disciplinary action.

Refer to the Executive Director for termination.

or

Forward the investigation to an Investigative Interview.

An Investigative Interview is an information administrative hearing held at the Board's Office. This is the opportunity for both sides to testify under oath to an investigative, Board-approved panel. The panel, which includes one public member, is responsible for establishing the facts of the case and making a recommendation to the Board.

Board Meeting

You will be noticed by mail of the Board meeting date when your case will be heard. Three to five minutes are allowed to each party who wishes to address the Board.

Board Members review all cases prior to the meeting, including any recommendations.

If the case has had an Investigative Interview, members of the Board vote on the complaint's findings of fact, conclusions of law, and the recommendations. All findings, x-rays, records, etc. are provided to the Board members for review prior to voting.

You will receive a document outlining the action the Board took on the complaint a few weeks after the Board Meeting.

Audio Recordings

A copy of the audio recording from any Investigative Interview or Board Meeting may be purchased by written request and payment of \$10.00 by check or money order.