

## Dental Complaint Flow Chart

**Complaint** would be submitted to

**Occupational Licensing**, which would send complaint and their recommendation to

**President of the Board** for triage. The president can:

- Return to Occ. Licensing for further investigation;
- recommend dismissal and send to full board;
- forward to Peer Review Committee for recommendation;
- forward to Disciplinary Committee for recommendation; or
- forward to full board for action.

**Peer Review Committee** can:

- Return to Occ. Licensing for further investigation;
- recommend dismissal and refer to full board;
- determine complaint should be directed to Disciplinary Committee and forward;
- determine complaint should be directed to full board and forward; or
- recommend resolution and send to full board for approval.

**Disciplinary Committee** can:

- Return to Occ. Licensing for further investigation;
- recommend dismissal and refer to full board;
- determine complaint should be directed to Peer Review Committee and forward;
- determine complaint should be directed to full board and forward; or
- recommend discipline and forward to full board for approval.

**Full board** will:

- Return to Occ. Licensing for further investigation;
- review recommendations to dismiss (from president or committees) and confirm or it can:
  - o send to Peer Review Committee;
  - o send to Disciplinary Committee;
  - o take action that will close case; or
- Review recommended resolutions from Peer Review Committee and;
  - o approve and close case;
  - o return for further action, or
  - o determine complaint needs to be reviewed by Disciplinary Committee;
  - o amend resolution of committee and close case
- Review recommendations from Disciplinary Committee and
  - o Approve and close case
  - o Return for further action
  - o Amend recommendation and close case