



Oklahoma State Board of Dentistry- Complaint Process

What you need to know!

The Board of Dentistry is a state agency empowered to enforce the laws and rules. The Board regulates dentists, dental hygienists, dental assistants, and dental laboratories. A complaint must be against a person we regulate. When filing a complaint, be sure to provide as much information as possible. For example, provide copies of statements, narrative, or any other helpful information to ensure a complete understanding of your complaint. We must operate on a standard of proof where clear and convincing evidence exists. Even though you may have a complaint against a dentist, there may not be clear and convincing evidence proving a violation of a law or rule. If your complaint does not warrant further review or an investigation, we will send you a letter advising the complaint will be closed. Should the Board decide to conduct a formal hearing you may be sent a lawful subpoena to testify before the Board during a hearing process. The hearing process takes time. Before you file a complaint, be sure you will be able to support your allegation with possible testimony.

The Board of Dentistry has the authority to revoke, suspend, place on probation (with terms and conditions), issue a monetary fine, or censure a license of a dentist or dental hygienist. Each complaint is reviewed so the process *cannot* be rushed. The Board of Dentistry will responsibly handle each complaint, please understand the process takes time. You are more than welcome to contact our office at any time during the process.

How do you file a complaint?

You will need to fill out a Complaint Form and a Release of Information Form and return them to the Board office. If you have already prepared a complaint on your stationery, please be sure it is attached to our complaint form. If you wish your complaint to be confidential or anonymous, clearly identify in writing on the complaint form.

Understand, even though you may request confidentiality, the Board may decide to subpoena you during an official hearing process. If you have pending litigation with the licensee named in the complaint, please indicate the status of the litigation in the narrative portion of your complaint.

What Type of Complaint Do you File?

Recovery of money for complainants or those who seek damages resulting from a dental problem is beyond our jurisdiction. Typically, we do not have jurisdiction over the following:

- Billing issues/fee disputes
- Complaints of poor customer service or practice management
- Complaints concerning a staff's behavior

Is There an Alternative to the Board of Dentistry?

Yes. A person may wish to seek remedy through the Mediation Review process with the Oklahoma Dental Association if their dentist is an ODA Member. Of course, the most important criteria will be to ensure the dentist is a member of the ODA. If you wish to confirm membership, you may contact the ODA at 1-800-876-8890 or local 405-848-8873. If you wish to pursue Mediation Review the case must concern itself with appropriateness of treatment and/or quality of care, and receipt of your request for mediation must be within two years of the completion of treatment.

Is Malpractice an Option?

The Board of Dentistry does not have any control over a malpractice case that may be filed in a District Court. The Statute of Limitation on malpractice cases is 2 years from the date the malpractice is identified. As a consumer, you may seek civil remedy at any time separate from the complaint process with the Board of Dentistry.