



# **OPTIONS FOR RESOLVING A COMPLAINT AGAINST A LICENSEE**

**OREGON BOARD OF DENTISTRY  
1500 SW 1st Ave, Suite 770  
Portland, OR 97201**

**Phone: (971) 673-3200  
Fax: (971) 673-3202**

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The Oregon Board of Dentistry regulates the practice of dentistry and dental hygiene in the state of Oregon.

The Board is required to investigate all complaints filed with the Board.

The Board may discipline a licensed dentist or dental hygienist who violates the law.

**The Board does not have jurisdiction over: fees, personality conflicts, rude behavior, or the scheduling of appointments.**

## OPTION

Discuss the complaint with the dentist, dental hygienist, or his or her supervisor.

Dentists and dental hygienists are in most cases business people and are sensitive to complaints about their services. You may feel reluctant to approach the dentist or dental hygienist or his or her supervisor about your dissatisfaction, but many complaints are resolved in this manner and it might be your most convenient way to proceed.

## OPTION

The Oregon Health Plan has a process for dealing with client complaints and appeals. You may contact the Oregon Health Authority (OHA) at 1-800-699-9075 for general information and information on how to file a complaint. Following is the link to download the actual complaint and appeal form:

<http://www.oregon.gov/oha/healthplan/Pages/complaints-appeals.aspx>

## OPTION

The Oregon Dental Association (ODA) has a peer review process. That process is confidential and available provided the complaint falls within peer review guidelines and the dentist is an ODA member. For more information about this process and its guidelines, contact the ODA Peer Review Coordinator at 1-800-452- 5628 or (503) 218-2010, or visit their website:

<http://www.oregondental.org/member-center/benefits-of-membership/peer-review>

## OPTION

A consumer always has the option of retaining an attorney for the purposes of bringing a personal injury lawsuit or other legal action against a dentist or a dental hygienist.

## OPTION

File a complaint with the Oregon Board of Dentistry. Violations of the Dental Practice Act and the rules of the Board could result in disciplinary actions up to, and including license revocation. However, the resolution of a complaint does not guarantee any damages will be awarded to the complainant.

## HOW LONG DOES A BOARD COMPLAINT TAKE?

The investigation and resolution of a Board complaint is not a quick process and investigations of complaints involving multiple allegations and many witnesses would require even more time.

**WE ARE HERE TO HELP YOU. IF YOU HAVE ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US.**

**Telephone: 971-673-3200**

**Fax: 971-673-3202**

**Email: [information@oregondentistry.org](mailto:information@oregondentistry.org)**

OREGON BOARD OF DENTISTRY  
1500 SW 1<sup>st</sup> Avenue, Suite #770  
Portland, Oregon 97201  
Telephone 971-673-3200  
Fax 971-673-3202

## COMPLAINT FORM

*Please type or clearly print your concerns on the back. Use additional pages as necessary to explain the issues involved in your complaint.*

Full Name of Licensee: \_\_\_\_\_

Clinic Name: \_\_\_\_\_ City: \_\_\_\_\_

Your Name: \_\_\_\_\_ Day Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Patient's first and last name: \_\_\_\_\_

Date of birth of patient (month/day/year): \_\_\_\_\_

### NOTE:

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Dated: \_\_\_\_\_ By \_\_\_\_\_  
Signature

**PLEASE TYPE OR PRINT CLEARLY**

NATURE OF YOUR COMPLAINT (INCLUDE DATES OF TREATMENT AND NAMES OF OTHER DENTISTS WHO TREATED YOU):

\*\*\*USE ADDITIONAL PAGES AS NECESSARY\*\*\*  
ENCLOSE COPIES OF ANY BILLING STATEMENTS, LETTERS OR RECORDS