

College of Denturists of British Columbia

Do you have a complaint about a denturist?

The College of Denturists is an administrative tribunal. We have authority over registrants, previous registrants, and persons who provide denture services who are not registered as a dentist or Denturists.

Who provided your service?

If a Denturists provided you with your dentures we may be able to help you. If a dentist provided your dentures you must contact the College of Dental Surgeons of British Columbia (604)736-3621.

What is the procedure?

The Health Professions Act sets out to procedures that we must use. Your complaint must be in writing and name the people who provided you with your dentures. Please include:

- your name
- address
- telephone number

Also, your complaint should briefly describe the problems that you are having. Please include:

- the date you began treatment
- the number of times that you visited the Denturist
- the amount you paid for the service
- whether or not you have advised the registrant (Denturist) of your difficulties

If your complaint is accepted it will be provided to the Registrant. We require a response from the registrant. You will then most likely have a chance to review the information the registrant provided and comment on it. In some situations an independent registrant or panel of registrants will examine your dentures. Once all the information is collected and the initial phase of the investigation completed, the information is then examined by the Inquiry Committee. The committee has a number of options available to it. For more information please refer to the Handbook for Registrants (elsewhere in this Website). The procedures set out by the Health Professions Act and the Bylaws are always deemed correct when there is

conflicting information.

The decision of the Inquiry Committee is not binding on a registrant. In other words the registrant may not agree with the findings. In this case the Inquiry Committee may issue a formal notice, called a citation, which calls the parties to a hearing. This is similar to a court proceeding in which testimony is given under oath, witnesses are called, and each party may question the other party. A panel of the Discipline Committee hears the testimony and exams the evidence. This panel has no previous knowledge about the complaint prior to the hearing. At the conclusion of the hearing the panel will issue a decision, and if the registrant is found to have violated the Act, Regulation or the Bylaws, receive disciplinary action.

Can the College just get my money back?

The law in BC does not allow the College to get your money back or force the dentist to give your money back. The College cannot intervene in financial disagreements. We do try to mediate settlements between registrants and patients in limited situations. At the conclusion of a mediation the registrant may reject the proposal. The small claims court is your best option in financial disputes.

What if the Registrant satisfies my concerns, is the complaint finished?

Not in all situations. If the matter is something that the Inquiry Committee feels it should pursue it may, on its own motion, continue with the investigation. In the event that a citation is issued and a hearing convened you may be asked to come or you may receive a subpoena. You do not require a lawyer however you may hire one, at your expense, if you wish.

How do I complain?

Your complaint must be in writing. You may send your complaint by E-mail. Please note that we do not open attachments, your information must be as in-line text within the E-mail document. Please use the **Contact Us** link on the first page, or mail or courier your complaint to:

The Registrar
College of Denturists of BC
#101 309 Sixth Street
New Westminster BC
V3L 3A7

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