

**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 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 the 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 Investigator or designee 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

Make a recommendation to the Board to consider disciplinary action.

Board Meeting

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

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

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 the Board Meeting may be purchased by written request and payment of \$10.00 by check or money order.