



Denturist Association of Manitoba

Denturist Association of Manitoba - COMPLAINTS PROCESS

1. The Complaints Committee Chair can only investigate complaints which have been forwarded in writing to the Denturist Association of Manitoba stating the nature of the complaint, the name of the denturist, the name of the complainant, and relevant details as to the facts of the case. Because several steps are involved to attempt resolution of a case to the satisfaction of all parties, the complaints process will be undertaken in due course.
2. A complaint must be filed within six (6) months from the date of insert and/or incident. If a complaint is filed after the six-month time period, this must be due to exceptional circumstances or bona fide reasons. Complaints filed after the six-month time period will be reviewed on a case-by-case basis, to determine whether the reason for the delay is warranted. Complaints filed more than six months from the date of the insert/incident will be dismissed if no valid reason for the delay is determined.
3. An Alternate Chair and/or Alternate Complaints Committee members are asked to serve if a case surfaces wherein the Chair or a Committee member is otherwise in a conflict of interest.
4. Upon receipt of a written complaint, the Complaints Committee Chair or their Alternate, in the event of a conflict of interest, as stated in point 2 above, will acknowledge the same in writing to the denturist. Be advised that, by law, the denturist has the right to see a copy of your written letter of complaint, therefore a copy of your letter of complaint will be provided to the denturist.
5. The denturist is given the opportunity to resolve the complaint directly with the complainant, within 5 (five) business days of receiving notification of the complaint from the Complaint Committee.
6. If a resolution is reached between the denturist and complainant, the Complaints Committee will require that both parties sign a Release form outlining the details of the resolution. Once the Release form is signed by both parties and is sent to the Complaints Committee Chair the Complaints Committee will close the file.
7. If no resolution can be reached between the denturist and the complainant, the denturist is required to notify the Complaints Committee Chair and provide the patient file and other relevant documents within 2 weeks of the date of the initial notification sent to the denturist.
8. The Complaints Committee Chair may then contact the complainant and schedule an oral examination. When possible, the complainant will receive a minimum of 10 (ten) business days' notice of examination. The examination will take place in a private denture clinic.
9. The Complaints Committee Chair and Members, comprised of 3 denturists, will conduct the oral exam at the time arranged and agreed to by the complainant. Each denturist present at the examination will, independently, examine the denture, the oral condition, and function and movement of the dentures intra-orally of the complainant. A Board-appointed layperson (Public Representative) will be in attendance as an observer during the

entire examination. The denturist who the complaint is against will not be permitted to be present during the oral exam.

10. The complainant is also provided with the opportunity to have one person of their choosing present during the examination. The complainant must provide the full name of this person to the Complaints Committee and their relationship to the complainant. The Complaints Committee has the right to ask for identification from said person.
11. After the Complaints Committee has completed its examination, the Complaints Committee will adjourn to review and discuss the case and reach a consensus on resolution. Each Denturist that performed an oral examination will submit a completed Denture Evaluation Form to the Complaints Committee Chair. The Complaints Committee will then come to one of the two determinations listed:
 - 1) Dismiss the case in its entirety
 - 2) Find the denturist to be in violation of professional misconduct and/or in violation of Code of Ethics of Denturist Association of Manitoba. If found in violation the Complaints Committee will refer the case to the Denturist Board of Manitoba in writing.
12. After its deliberations and reaching a consensus, the Complaints Committee Chair will advise the complainant and denturist in writing as to the decision of the Complaints Committee.
13. If the complainant does not agree with the decision of the Complaints Committee, and wishes to appeal, then the complainant must contact the Denturist Board of Manitoba, in writing, within 10 (ten) business days, from the date of the decision letter.