

## ***DANB's Complaint & Investigation Procedures***



Any person concerned about the practice or credentials of a certificant of the Dental Assisting National Board, Inc. (DANB) should direct their concerns to:

Cynthia C. Durley, M.Ed., MBA  
Executive Director  
Dental Assisting National Board, Inc.  
444 N. Michigan Ave., Suite 900  
Chicago, IL 60611

### **Processing Your Complaint**

1. A complaint may be made orally. However, an oral complaint must be followed up, within 10 business days, by a written, signed complaint. The written complaint should include as much information and detail as possible about the individual(s) involved and about the incident(s).
2. If DANB determines a written complaint indicates behavior that might represent a threat to patient well-being or might otherwise affect the certificant's compliance with DANB rules and regulations, DANB may request that written substantiation be provided within 30 days from the date of the original complaint. Such substantiation might include corroborating letters, performance records, employer evaluations, written warnings or other notices of deficiencies given to the certificant and not previously provided to DANB by the complainant.
3. If a written complaint indicates behavior that might represent an immediate and significant threat to patient well-being, DANB may notify the individual's employer and/or the appropriate state board(s).
4. DANB shall attempt to maintain the confidentiality of all complaints and corroborating material. However:
  - a. Any information about a certificant's practice may be released to the certificant, the members of DANB's Board of Directors, their respective attorneys and other persons authorized by the certificant, required by law, or necessary, at the discretion of DANB, to protect patient well-being.
  - b. The complainant and any substantiators may be asked to sign an authorization to release the written complaint and the corroborating materials to the certificant, the members of DANB's Board of Directors, their respective attorneys and appropriate outside bodies. (See other side for *Complaint Information Release Authorization Form*.)
5. The complainant will be notified of DANB's receipt of the complaint, but not of any action DANB may take in response to the complaint.
6. Substantiated complaints will be handled in accordance with *DANB's Disciplinary Policy & Procedures*.
7. If a written complaint is not substantiated within 90 days of the date of the initial complaint, the file will be closed. No further action will be taken by DANB unless another complaint is filed.
8. DANB generally will not take any action based solely on an anonymous or an oral complaint.

**Complaint Information Release Authorization Form**



Any person concerned about the practice or credentials of a certificant of the Dental Assisting National Board, Inc. (DANB) should send written documentation, along with this release form, to:

Cynthia C. Durley, M.Ed., MBA  
Executive Director  
Dental Assisting National Board, Inc.  
444 N. Michigan Ave., Suite 900  
Chicago, IL 60611

I, \_\_\_\_\_, hereby authorize the Dental Assisting National Board, Inc. (DANB)  
Name of Complainant

to release the enclosed letter and/or other written materials to \_\_\_\_\_,  
Name of certificant

to members of DANB, to their respective attorneys, and to other persons authorized by the certificant, required by law, or necessary, in the discretion of DANB, to protect patient well-being.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness