



Australian Dental Association (Queensland Branch)

Patient Complaints

The Australian Dental Association (Queensland Branch) (ADAQ) is a professional membership association for dentists. We do not have statutory powers to investigate patient complaints or take disciplinary action against practitioners. However, we use our best endeavours to assist both patient and dentist in resolving a complaint to their mutual satisfaction.

How can ADAQ help you?

For ADAQ to assist in resolving your complaint, the treating dentist must be an ADAQ member.

Please call us on 3252 9866 to confirm if the dentist is a member.

If the dentist is a member, and you wish the Association to assist you in resolving your complaint please read the following information.

What we expect from you

Before the ADAQ becomes involved in a complaint matter, we ask that you contact the dentist who provided you with the initial treatment of your concern and try to resolve the matter directly with your treating practitioner.

Sometimes a problem can be solved just by talking it through.

If the matter cannot be resolved with the treating practitioner, you may make a complaint to ADAQ.

How can I make a complaint?

All complaints must be in writing. Email complaints will generally be accepted.

You must provide:

- The name the treating dentist(s)
- All details relevant to your complaint
- What you want to achieve to resolve the complaint
- Your consent to access your relevant dental records

How is the complaint addressed?

If we accept the complaint, and assuming the dentist is a member, we refer it to an internal review panel of experts for examination.

The treating dentist will be contacted and provided with a copy of your complaint.

The dentist will be asked to provide your records and to respond to the complaint.

The expert panel will review the information or may choose to seek further opinion.

All information will be reviewed by the expert panel and recommendations made.

You and the treating dentist will be advised of the outcome promptly.

Our aim is to assist both parties in finding a mutually acceptable resolution to a complaint.

However, the recommendations of the Association are not binding on you or the dentist.

If I am not satisfied with the outcome, what else can I do?

You have the right at all times to refer your complaint to either of these agencies.

Health Quality and Complaints Commission

Call 3120 5999 or 1800 077 308 (outside Brisbane) between 9am and 5pm, Monday to Friday, or see <http://www.hqcc.qld.gov.au/home/default.aspx>

The Australian Health Practitioner Regulation Agency

See <http://www.ahpra.gov.au/>

Alternatively, you may also seek independent legal advice.

