

## Dental Complaints Resolution Service

### Explanatory memorandum – For complainants

#### What is the Dental Complaints Resolution Service?

The Dental Complaints Resolution Service (DCRS or the Service) assists dental patients and participating dentists to resolve complaints relating to the provision of dental care in the Republic of Ireland. It is intended to be availed of between dental patients and their treating dentist. It is an independent voluntary and confidential service provided by the Irish Dental Association (IDA). The Service is endorsed and approved by the Dental Council. The aim of the Service is to resolve complaints fairly, efficiently, transparently and quickly by working with the patient and their treating dentist.

#### Who is the Facilitator?

Mary Culliton is the Facilitator of the DCRS. She is an independent healthcare consultant and mediator with specialist experience of the management of complaints. Her contact details are as follows:

Email: [mary@dentalcomplaints.ie](mailto:mary@dentalcomplaints.ie)

Mobile: 087-354 5842

#### What can the DCRS do?

The DCRS is a voluntary service dealing with complaints relating to the provision of dental care in the Republic of Ireland. It should be noted that either party can refuse to take part or withdraw at any stage. We attempt with the willingness of both parties to resolve disputes; however, it is important to recognise the limitations of the Service, as we do not arrange compensation or investigate misconduct or malpractice. Equally, it is not a service to deal with issues arising under the Medical Card scheme (Dental Treatment Services Scheme (DTSS) and/or the PRSI scheme (Dental Treatment Benefit Scheme (DTBS), for which alternative complaint services are operated by the HSE and Department of Social Protection, respectively. Outcomes of the DCRS process could involve a refund of fees paid/an apology/transfer of the patient to another dentist/remedial treatment and payment/accepting responsibility for the issue which is the subject of the complaint.

#### Procedure involved in making a complaint

You should complain to the dentist involved or the person nominated to deal with complaints in that practice before contacting us. If the complaint has not been resolved and you wish to avail of the DCRS then:

- you should complete the complaint form on the DCRS website or provide a letter, stating: (i) your name, address and date of the complaint; (ii) the dentist's name and address; (iii) the details of your complaint and how you want the complaint to be resolved; (iv) your consent for the dentist to share information with Mary Culliton and Mary Culliton to share information with the dentist; and, (v) any other relevant details; and
- you should submit details of the matter to Mary Culliton;
- Mary Culliton will provide a copy of your complaint to the dentist;
- Mary Culliton will (subject to the agreement of both parties) engage with the complainant and the dentist with a view to resolving the complaint;

- the Service is confidential in nature and all documents exchanged by the parties, any statements whether oral or written made in the course of the Service process, and any concessions or admissions of law or fact, shall be confidential and shall be treated as exchanged upon a “without prejudice” basis with a view to settling the dispute and shall be privileged accordingly; and,
- any outcome is not binding and does not limit or impinge any rights or entitlements available to either party within any other redress mechanism including the civil courts unless and until agreement is reached and signed up to by both parties.

**What happens to my data?**

Data will be retained in accordance with the Data Protection Acts 1988-2018 by the IDA and same will be retained for a period of six years.