ATTENTION ALL RESIDENTS

COMPLAINTS: A complaint is defined by the Commission on Dental Accreditation as one alleging that a Commission-accredited education program or a program which has an application for initial accreditation pending, may not be in substantial compliance with Commission standards or required accreditation procedures.

REQUIRED NOTICE OF OPPORTUNITY AND PROCEDURE TO FILE COMPLAINTS WITH THE COMMISSION

Each program accredited by the Commission on Dental Accreditation must develop and implement a procedure to inform students of the mailing address and telephone number of the Commission on Dental Accreditation. The notice, to be distributed at regular intervals, but at least annually, must include but is not necessarily limited to the following language:

The Commission on Dental Accreditation will review complaints that relate to a program’s compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeals for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained by web at https://www.ada.org/en/coda/accreditation or by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.

Complaints may also be made to:

1. Your Program Director, or
2. Dr. Philip Hanes, Associate Dean for Advanced Education (GC1110)

The program must maintain a record of student complaints received since the Commission’s last comprehensive review of the program. At the time of a program’s regularly scheduled on-site evaluation, visiting committees evaluate the program’s compliance with the Commission’s policy on the Required Record of Complaints.

(Posted 07/02/2018)