

What are the possible outcomes?

This depends on the needs of each patient, but can range from:

- A formal apology from the dentist
- Treatment to be redone
- A refund
- Contribution of money for treatment to be completed by another practitioner.

In some instances, an assessment may find no basis for the complaint or compensation.

You may withdraw from our service at any time and pursue your complaint through other services, including:

- Australian Health Practitioners Regulatory Agency (AHPRA)
- Health Services Commissioner (HSC)
- Obtaining your own legal advice.

ADAVB Dispute Assistance cannot help with:

- Public dental complaints
- Disputes with dentists who aren't an ADAVB member or who don't have indemnity insurance with our preferred provider of insurance (Guild Insurance)

If a CRO can't assist with your case, they may provide alternative options for you to pursue.

Where can I get help?

About Us

ADAVB Dispute Assistance is provided by the Australian Dental Association Victorian Branch, which is the professional Association of dentists in Victoria.

Contact Us

Phone: 03 8825 4600

(Mon-Fri 10am-3pm)

Fax: 03 8825 4644

PO Box 9015

South Yarra VIC 3141

Email: ask@adavb.org

Web: www.adavb.net

Privacy

ADAVB is covered by the Federal Privacy Act and its National Privacy Principles. We respect your privacy and a full copy of our privacy statement is located on our website www.adavb.net or call for a copy.



ADAVB DISPUTE ASSISTANCE

PO Box 9015

South Yarra VIC 3141



**ADAVB
DISPUTE
ASSISTANCE**

What is ADAVB Dispute Assistance?

ADAVB Dispute Assistance recognises that problems sometimes occur when a patient receives dental treatment.

Our service provides a no cost option for patients and ADAVB member dentists (who use our preferred provider of indemnity insurance – Guild Insurance) to help resolve complaints about dental treatment.

The service is run by a team of experienced dentists known as Community Relations Officers, who use their extensive clinical knowledge for fair and objective assessment of patient concerns.

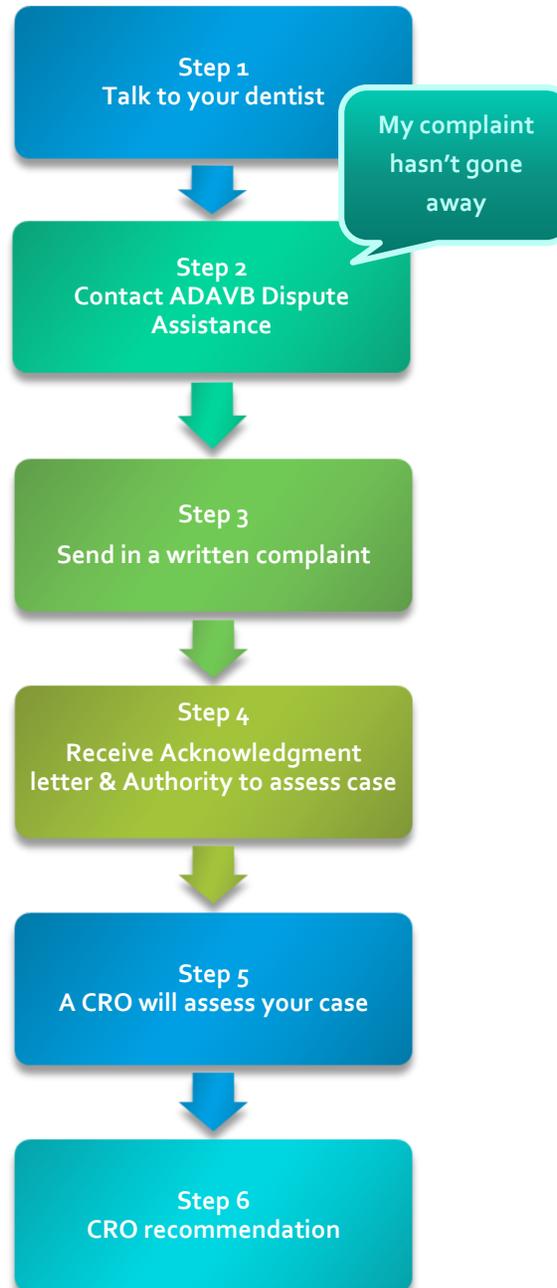
Recommendations are not binding, but aim to find solutions that are acceptable to both the patient and the dentist.

Who are the Community Relations Officers?

The team of Community Relations Officers (CROs) are senior dentists who are respected for their clinical experience, fairness and objectivity.

They review patient concerns and thoroughly assess the treatment provided in each case.

“I have a complaint – what should I do?”



How does ADAVB Dispute Assistance work?

A CRO will be appointed to talk with you and follow up your concerns.

You may be asked to seek a second independent clinical opinion, at your agreement and cost.

ADAVB Dispute Assistance is a service offered by ADAVB and has no clinical facilities. We aim to offer objective advice and possible solutions to address the concerns, supported by the dentist's indemnity insurer.



How long does it take?

It takes time to understand all of the issues and to carefully review the relevant dental records.

Most cases take about 4-6 months. Complex cases can take over 12 months.

