To discuss your complaint, call (877) 729-7789 (toll free) or (916) 263-2300.

To check the license or record of a specific dentist, visit our Web site: www.dbc.ca.gov or call the Consumer Information Unit (916) 263-2300.

Remember, the Dental Board has no authority to order a dentist to provide a re-treatment or to refund money you paid.

Complaints about dental insurance should be directed to your insurance carrier or the Department of Managed Health Care.

Go online to: www.dmhc.ca.gov or call (888) 466-2219.

MISSION
The Dental Board of California’s mission is to protect and promote the health and safety of consumers by licensing those dental health care professionals who demonstrate competency, taking action to enforce compliance with the Dental Practice Act and the laws of the State of California, and enhancing the education of licentiates and consumers.

VISION
The Dental Board of California will be the leader in promoting the highest standard of orofacial health care and ethical behavior while ensuring access to care for the people of California.

Dental Board of California
2005 Evergreen Street, Suite 1550
Sacramento, CA 95815
(877) 729-7789 (toll free)
(916) 263-2300 (direct)
www.dbc.ca.gov
How to File a Complaint

Your complaint must be in writing. Complaint forms are available on our Web site at www dbc ca gov (click on Consumer). We need your name, address, and phone number, and the name, address, and phone number of the person your complaint is against. Give us specific information and include any records, photographs, contracts, invoices, or correspondence.

Anonymous complaints are reviewed, but are difficult to pursue without the name of the patient or a witness.

Mail your complaint to:
Dental Board of California
Complaint and Compliance Unit
2005 Evergreen Street, Suite 1550
Sacramento, CA 95815

Or fax your complaint to: (916) 263-2140

We'll begin the review process as soon as we receive your complaint, but the case may take several months to resolve, depending on how complex it is. Within 10 days after we receive your complaint, we'll send you a written notice that it has been received. We'll contact you if we need additional information, and we'll know you know the outcome of the review.

If your complaint involved the quality of your care, we will need copies of your dental records for review by our independent dental consultants, who are practicing dentists. The complaint form includes an authorization to release your dental records to us. Be sure to include the signed form with your complaint.

If the Board is unable to substantiate a violation of law, the case may be closed but kept on file for a period dictated by law.

Complaints are not disclosed to the public, but disciplinary actions against a dentist are available to the public.

A typical case
The most common complaint involves quality of dental care and treatment. In those cases, your records and your complaint information are reviewed by one of the Board's dental consultants. The dental consultants are practicing dentists.

If the consultant's review does not find unprofessional conduct, the complaint will be closed. If the review determines further review is needed, the case will be referred to the Board's Investigation Section.

Other cases
Complaints about unsafe or unsanitary conditions in dental offices are referred to Dental Board inspectors who will inspect the office and issue citations or administrative warnings as appropriate. Dentists who receive citations must pay a fine and show proof that the unsafe or unsanitary condition has been corrected.

Complaints about illegal activities
The Board's Investigation Section investigates complaints of criminal behavior such as insurance or billing fraud, drug violations, unlawful sexual contact, or unlicensed activity. The Board's investigators are sworn peace officers. If the investigation determines the dentist has violated the law, the case may be submitted to a local District Attorney's Office of the State's Office of the Attorney General for possible criminal prosecution.

High priority complaints
Complaints alleging gross negligence or incompetence that involve patient death or serious bodily injury are given the highest priority.