

**CHECKLIST FOR COMPLAINTS FILED WITH THE
MISSISSIPPI STATE BOARD OF DENTAL EXAMINERS**

Complaints should be typed or very legibly written or printed and reference the following:

- (1) full name and office address of the dental practitioner;
- (2) full name of the person filing the complaint ("the complainant");
- (3) mailing address, home telephone number, and office telephone number of the complainant; and
- (4) full names and addresses of any and all witnesses to the events surrounding the complaint.

The complainant should fully complete the attached Authorization to Release Dental Information and include this form with the initial mailing of any complaint.

The complainant should provide a thorough, detailed summary of all events leading up to the complaint being filed with the Board, and the complaint should address specific issues including, but not limited to, the following:

- (1) in the words of the complainant, the act or misconduct being complained of;
- (2) dates of treatment;
- (3) dental procedures performed;
- (4) if available, copies of dental records and any dental x-rays in the possession of the complainant; and
- (5) full name(s), address(es), and office telephone number(s) of any follow-up dental practitioner(s) from whom the complainant received treatment, as well as any copies of patient records and dental x-rays from any follow-up dental practitioner(s).

If the subject of the complaint is fraudulent or excessive billing, including insurance claims, the following documents, in addition to the above information, should be provided if they are in the possession of the complainant:

- (1) copies of bills from the dental office;
- (2) copies of checks used to pay for dental treatment;
- (3) copies of any signed financial agreements between the complainant and the dental practitioner who is the subject of the complaint; and
- (4) if dental insurance was filed to pay for the dental treatment, copies of all correspondence, memoranda, or explanation of benefits forms.

If the complainant has contacted an attorney concerning the dental practitioner who is the subject of the complaint, this information should be provided in the complaint.