

Sample Template for Complaint Letter

<< Date of Statutory Declaration >>

<< Your Name >>

<< Address >>

Singapore Dental Council

81 Kim Keat Road #09-00

NKF Centre

Singapore 328836

Dear Sir

COMPLAINT AGAINST << FULL NAME OF DENTIST(S)/ORAL HEALTH THERAPIST(S) >>

1. Introduction
<ul style="list-style-type: none">• State if you are the patient who was attended to by the above named dentist/OHT.• If you are not the patient, please provide the name of the patient in full and his/her NRIC or passport number. You will need to describe your relationship with the patient (e.g. parent of the patient) and why the patient is unable to lodge the complaint personally.• Provide a summary of the date(s) / time and location(s) of the incident(s).
2. Details of complaint
<ul style="list-style-type: none">• List the allegations against each dentist/OHT and provide details. <p>Example:</p> <p><u><i>Title: Overservicing</i></u> <i>Details: On 1 January 2017, after my consultation with the dentist/OHT, he offered treatments and services of XXX which was unnecessary/inappropriate/excessive for my condition. This led to a medical bill of \$1000, which was more than 3 times the amount I have been charged at other dental clinics for the same type of dental condition and medication.</i></p> <p><u><i>Title: Dentist failed to diagnose condition</i></u> <i>Details: On 1 January 2017, I had a consultation with the dentist during which he failed to accurately diagnose my dental condition. This misdiagnosis led to a delay in treatment time, resulting in a worsening of my condition.</i></p> <p><u><i>Title: Dentist was rude and made condescending remarks</i></u> <i>Provide details</i></p>
3. Any Police report? Legal proceedings?
<ul style="list-style-type: none">• If you have made police report(s) and/or commenced legal proceeding(s) against the named dentist(s)/OHT, provide the Police's and/or Court's reference number and attach a copy of the documents.

Example:

I have made a Police report at [location of police station] and/or commenced legal proceedings against [name of Dentist in full] at the State Courts / High Court* which arise from the same set of facts and particulars detailed in my complaint. The Police's* / Court's* reference number is [reference number].*

4. Provide a list of documents enclosed with the complaint and label them accordingly.

Example:

[Annex A: Timeline of Events] Please refer to the template at Annex A.

[Annex B: Medical Report dated DDMMYYYY]

[Annex C: Correspondences with Dr XXX dated DDMMYYYY]

[Annex D: Correspondences with XXX Dental Clinic DDMMYYYY]

[Annex E: Coloured Photographs of XXX dated DDMMYYYY]

<< Signature >>

<< Name in full >>

TIMELINE OF EVENTS

Annex A

Please
annex your
documents
accordingly

No.	Date	Details of Event
1	DDMMYYYY	<ul style="list-style-type: none">- <i>I visited XXX Dental Clinic at about 9am for an extraction of my wisdom tooth...</i>- <i>I told the dentist about the pain in my gums...</i>
2	DDMMYYYY	<ul style="list-style-type: none">- <i>I returned to see the dentist at XXX Dental Clinic as scheduled...</i>

<< Signature >>