



## Varsity Dental Group

Family & Emergency Dentistry

201 – 1414 8th Street East | Saskatoon, SK S7H 0T1 | (306) 665-2400

DR. RAJU BHARGAVA | DR. ADRIENNE GALLAGHER | DR. KELLY GALLAGHER  
DR. MICHAEL GAVELIS | DR. KRISA MCCANN | DR. EMILY BULL

December 5, 2016

College of Dental Surgeons of Saskatchewan  
1202 The Tower at Midtown  
201 1<sup>st</sup> Ave S  
Saskatoon SK S7K 1J5

To whom it may concern:

Thank you for allowing us to recommend a potential “tweaking” of the PCC Complaint Resolution Process. Our reason for respectfully submitting this proposal is as follows:

1. An initial assessment of the complaint by a PCC CDSS member or a CDSS member advocate may allow a simple resolution/explanation for the patient.
2. An initial assessment of the complaint by a PCC CDSS member or a CDSS member advocate may allow a non-intensive, time conscious reply from the member that may explain/resolve the complaint.
3. It will allow a PCC CDSS member (DMD) to more accurately assess and “indicate” to the CDSS member what further information is required to process the complaint.

We propose the following flow chart to be considered by CDSS.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'R. Bhargava', written over a horizontal line.

Dr. Raju Bhargava, DMD, CDSS Member

A handwritten signature in black ink, appearing to read 'K. Gallagher', written over a horizontal line.

Dr. Kelly Gallagher, DMD, CDSS Member

Enclosure

