ADA Commission on Dental Accreditation (CODA) Policy on Complaints

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs **but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.**

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 401 North Michigan Avenue, Suite 3300, Chicago, IL 60611-4250 or by calling (800) 232-6108

Records of complaints about the program, including the nature of the complaint, the disposition of the complaint, and how the complaint was resolved will be maintained by the program.