



ETHICS FORUM 2025

EMERGING TRENDS IN DENTAL COMPLAINTS

- Understanding the nature of complaints
- What can you do?
- How can we help?

CPE
Points 4
Non-Core

Jointly delivered by:



DR PUA HONG PING

Chairperson of SDA's
Ethics and Practice
Management Committee

PATIENTS' COMPLAINTS - WHAT EXACTLY ARE THE ISSUES



A/PROF PATRICK TSENG

President, SDC

ROLE & FUNCTION OF SDC'S COMPLAINTS, DISCIPLINARY, HEALTH & INTERIM ORDERS COMMITTEES



DR GOH SIEW HOR

Council Member, SDC
Member, SDC Complaint Panel

COMPLAINT TREND & CASE STUDIES



DR GEORGE WRIGHT

Dentolegal Consultant and
Deputy Dental Director
@Dental Protection

REDUCING COMPLAINTS & MITIGATING IMPACT: DPL COMMUNICATION MODELS THAT WORK



MS KUAH BOON THENG

Hon Legal Advisor, SDA
Managing Director
Legal Clinic LLC

FACING THE PROSPECTS OF A DISCIPLINARY TRIBUNAL: HOW TO PREPARE WHEN IT COMES

To help answer these questions, the Ethics & Practice Management Committee has arranged an afternoon with our panel from the Singapore Dental Association (SDA) and the Singapore Dental Council (SDC).

The SDC guides and regulates how dental practitioners deliver professional, safe and proper care through the SDC Ethical Code & Ethical Guideline which was in force since 2019. At the same time, the SDC has a moral duty to protect patient's oral health and safety by looking impartially into dental practitioner's misconduct and taking appropriate disciplinary actions according to the Dental Registration Act.

SDA mediation committee helps to prevent the complaint from escalating to SDC by providing a channel for both the patient and the dentist to discuss and reach a common ground of understanding and settlement.

In this session, both SDA and SDC will share the trends in the types of complaints received.

**SATURDAY, 27 SEPTEMBER 2025
2 - 6 PM**

FUNCTION ROOM 4-2 & 4-3,
LEVEL 4 ISCA HOUSE
60 CECIL STREET, SINGAPORE 049709
LOCATION OF ISCA HOUSE

REGISTRATION:
**SCAN / CLICK
TO REGISTER**





ETHICS FORUM 2025

EMERGING TRENDS IN DENTAL COMPLAINTS

PROGRAMME SCHEDULE

1.00 PM LUNCH / REGISTRATION



2.00 PM

DR PUA HONG PING

PATIENTS' COMPLAINTS - WHAT EXACTLY ARE THE ISSUES



2.40 PM

A/PROF PATRICK TSENG

ROLE & FUNCTION OF SDC'S COMPLAINTS, DISCIPLINARY, HEALTH & INTERIM ORDERS COMMITTEES



3.20 PM

DR GOH SIEW HOR

COMPLAINT TREND & CASE STUDIES

4.00 PM BREAK



4.10 PM

DR GEORGE WRIGHT

REDUCING COMPLAINTS & MITIGATING IMPACT: DPL COMMUNICATION MODELS THAT WORK



4.50 PM

MS KUAH BOON THENG

FACING THE PROSPECTS OF A DISCIPLINARY TRIBUNAL: HOW TO PREPARE WHEN IT COMES

5.30 PM PANEL DISCUSSION

6.00 PM END OF PROGRAMME