

The following results were generated through an online survey posted by the Department of Consumer Affairs on behalf of your program. Due to a low response rate for many Boards and Bureaus, PM6 will not be reported publicly until a larger sample size has been generated. These results are for your information only at this time. The Performance measure score is the percent of Very Good and Good ratings.

July 1st, 2018 - June 30th, 2019	
Total responses:	63
Performance measure score	38%

July 1st, 2018 - June 30th, 2019	
Performance measure score	80%

**Dental Board of California**

DCA Average

How well did we explain the complaint process to you?	Number	% of Total
Very Poor	13	28%
Poor	12	25%
Good	15	32%
Very Good	7	15%
Total	47	

% of Total
11%
7%
14%
68%

How clearly was the outcome of your complaint explained to you?	Number	% of Total
Very Poor	13	28%
Poor	21	44%
Good	7	15%
Very Good	6	13%
Total	47	

% of Total
14%
7%
12%
67%

How well did we meet the timeframe provided to you?	Number	% of Total
Very Poor	20	43%
Poor	9	19%
Good	14	30%
Very Good	4	8%
Total	47	

% of Total
13%
7%
14%
66%

How courteous and helpful was staff?	Number	% of Total
Very Poor	11	26%
Poor	8	19%
Good	14	32%
Very Good	10	23%
Total	43	

% of Total
8%
6%
12%
74%

Overall, how well did we handle your complaint?	Number	% of Total
Very Poor	25	53%
Poor	11	23%
Good	4	9%
Very Good	7	15%
Total	47	

% of Total
19%
6%
10%
65%

If we were unable to assist you, were alternatives provided to you?	Number	% of Total
Yes	5	14%
No	32	86%
Not Applicable	0	0%
Total	37	

% of Total
49%
51%
0%

Did you verify the provider's license prior to service?	Number	% of Total
Yes	18	38%
No	16	34%
Not Applicable	13	28%
Total	47	

% of Total
32%
37%
31%

The following results were generated through an online survey posted by the Department of Consumer Affairs on behalf of your program. Due to a low response rate for many Boards and Bureaus, PM6 will not be reported publicly until a larger sample size has been generated. These results are for your information only at this time. The Performance measure score is the percent of Very Good and Good ratings.

July 1st, 2019 - June 30th, 2020	
Total responses:	28
Performance measure score	29%

July 1st, 2019 - June 30th, 2020	
Performance measure score	82%

### Dental Board of California

DCA Average

How well did we explain the complaint process to you?	Number	% of Total
Very Poor	9	37%
Poor	6	25%
Good	5	21%
Very Good	4	17%
Total	24	

% of Total
11%
6%
13%
70%

How clearly was the outcome of your complaint explained to you?	Number	% of Total
Very Poor	14	54%
Poor	7	27%
Good	2	7%
Very Good	3	12%
Total	26	

% of Total
14%
7%
9%
70%

How well did we meet the timeframe provided to you?	Number	% of Total
Very Poor	10	38%
Poor	7	27%
Good	6	23%
Very Good	3	12%
Total	26	

% of Total
12%
7%
15%
66%

How courteous and helpful was staff?	Number	% of Total
Very Poor	7	29%
Poor	9	38%
Good	5	21%
Very Good	3	12%
Total	24	

% of Total
7%
6%
11%
76%

Overall, how well did we handle your complaint?	Number	% of Total
Very Poor	16	62%
Poor	5	19%
Good	1	4%
Very Good	4	15%
Total	26	

% of Total
17%
6%
10%
67%

If we were unable to assist you, were alternatives provided to you?	Number	% of Total
Yes	0	0%
No	18	100%
Not Applicable	0	0%
Total	18	

% of Total
50%
50%
0%

Did you verify the provider's license prior to service?	Number	% of Total
Yes	12	48%
No	5	20%
Not Applicable	8	32%
Total	25	

% of Total
33%
36%
32%

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July 1st, 2020 - June 30th, 2021	
Total responses:	10
Performance measure score	30%

July 1st, 2020 - June 30th, 2021	
Performance measure score	82%

**Dental Board of California**

DCA Average

How well did we explain the complaint process to you?	Number	% of Total
Very Poor	3	37.5%
Poor	2	25%
Good	2	25%
Very Good	1	12.5%
Total	8	

% of Total
10%
6%
12%
72%

How clearly was the outcome of your complaint explained to you?	Number	% of Total
Very Poor	5	63%
Poor	0	0%
Good	3	37%
Very Good	0	0%
Total	8	

% of Total
15%
5%
11%
69%

How well did we meet the timeframe provided to you?	Number	% of Total
Very Poor	4	50%
Poor	2	25%
Good	2	25%
Very Good	1	0%
Total	9	

% of Total
12%
6%
16%
66%

How courteous and helpful was staff?	Number	% of Total
Very Poor	4	50%
Poor	1	12.5%
Good	2	25%
Very Good	1	12.5%
Total	8	

% of Total
9%
4%
9%
77%

Overall, how well did we handle your complaint?	Number	% of Total
Very Poor	7	87.5%
Poor	0	0%
Good	1	12.5%
Very Good	0	0%
Total	8	

% of Total
18%
5%
8%
69%

If we were unable to assist you, were alternatives provided to you?	Number	% of Total
Yes	1	14%
No	6	86%
Not Applicable	0	0%
Total	7	

% of Total
56%
44%
0%

Did you verify the provider's license prior to service?	Number	% of Total
Yes	5	62.5%
No	1	12.5%
Not Applicable	2	25%
Total	8	

% of Total
35%
34%
31%

The following results were generated through an online survey posted by the Department of Consumer Affairs on behalf of your program. Due to a low response rate for many Boards and Bureaus, PM6 will not be reported publicly until a larger sample size has been generated. These results are for your information only at this time. The Performance measure score is the percent of Very Good and Good ratings.

July 1st, 2021 - June 30th, 2022	
Total responses:	6
Performance measure score	31%

July 1st, 2021 - June 30th, 2022	
Performance measure score	79%

**Dental Board of California**

DCA Average

How well did we explain the complaint process to you?	Number	% of Total
Very Poor	1	17%
Poor	2	33%
Good	3	50%
Very Good	0	0%
Total	6	

% of Total
13%
6%
11%
70%

How clearly was the outcome of your complaint explained to you?	Number	% of Total
Very Poor	3	50%
Poor	3	50%
Good	0	0%
Very Good	0	0%
Total	6	

% of Total
16%
6%
10%
68%

How well did we meet the timeframe provided to you?	Number	% of Total
Very Poor	1	17%
Poor	1	17%
Good	4	66%
Very Good	0	0%
Total	6	

% of Total
14%
6%
14%
66%

How courteous and helpful was staff?	Number	% of Total
Very Poor	1	20%
Poor	2	40%
Good	1	20%
Very Good	1	20%
Total	5	

% of Total
9%
7%
7%
77%

Overall, how well did we handle your complaint?	Number	% of Total
Very Poor	4	66%
Poor	2	34%
Good	0	0%
Very Good	0	0%
Total	6	

% of Total
19%
7%
8%
67%

If we were unable to assist you, were alternatives provided to you?	Number	% of Total
Yes	0	0%
No	4	100%
Not Applicable	0	0%
Total	4	

% of Total
54%
46%
0%

Did you verify the provider's license prior to service?	Number	% of Total
Yes	2	33.3%
No	2	33.3%
Not Applicable	2	33.3%
Total	6	

% of Total
33%
40%
28%

The following results were generated through an online survey posted by the Department of Consumer Affairs on behalf of your program. Due to a low response rate for many Boards and Bureaus, PM6 will not be reported publicly until a larger sample size has been generated. These results are for your information only at this time. The Performance measure score is the percent of Very Good and Good ratings.

July 1st, 2022 - June 30th, 2023	
Total responses:	23
Performance measure score	45%

July 1st, 2022 - June 30th, 2023	
Performance measure score	79%

**Dental Board of California**

DCA Average

How well did we explain the complaint process to you?	Number	% of Total
Very Poor	4	27%
Poor	4	27%
Good	7	46%
Very Good	0	0%
Total	15	

% of Total
12%
6%
14%
68%

How clearly was the outcome of your complaint explained to you?	Number	% of Total
Very Poor	5	33%
Poor	3	20%
Good	6	40%
Very Good	1	7%
Total	15	

% of Total
19%
5%
13%
64%

How well did we meet the timeframe provided to you?	Number	% of Total
Very Poor	3	20%
Poor	3	20%
Good	9	60%
Very Good	0	0%
Total	15	

% of Total
15%
7%
18%
60%

How courteous and helpful was staff?	Number	% of Total
Very Poor	2	13%
Poor	4	27%
Good	8	53%
Very Good	1	7%
Total	15	

% of Total
9%
6%
11%
74%

Overall, how well did we handle your complaint?	Number	% of Total
Very Poor	10	66%
Poor	3	20%
Good	1	7%
Very Good	1	7%
Total	15	

% of Total
22%
6%
8%
65%

If we were unable to assist you, were alternatives provided to you?	Number	% of Total
Yes	1	9%
No	10	91%
Not Applicable	0	0%
Total	11	

% of Total
46%
54%
0%

Did you verify the provider's license prior to service?	Number	% of Total
Yes	7	47%
No	6	40%
Not Applicable	2	13%
Total	15	

% of Total
37%
35%
28%