

Overview of practitioners and complaints in 2020/21



307

cases were open
at the beginning
of the year



438

complaints were received
about 381 dental practitioners

There were 4 mandatory
notifications about 4 dental
practitioners

Complaints were mainly from:

Patient – 273

Relative – 41

Other Practitioner – 35

Complaints were mainly about:

Clinical Care – 252

Billing – 33

National Law offence or breach – 29



453

cases were closed
during the year



292

cases were open
at the end of the year



There were **7,420**
registered dental practitioners
in NSW

This represents 29.7%
of registered dental
practitioners in
Australia

Complaints were
made about 5.1%
of NSW dental
practitioners