

**State of New Hampshire**  
**OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION**  
**ENFORCEMENT**

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Lindsey B. Courtney  
Executive Director



**STANDING ORDER**

**BOARD OF DENTAL EXAMINERS**

**Complaint, Response, Investigation Process**

Authorizing, pursuant to NHRSA 310-A: 1-d, 11(2) and RSA 317-A: 18, II, the Office of Professional Licensure and Certification ("OPLC") enforcement staff to assist the Board of Dental Examiners ("Board") with the investigation of complaints alleging professional misconduct in violation of professional licensure statutes and/or administrative rules governing Dentists and Dentistry.

Complaints received by OPLC enforcement staff shall be mailed to the Respondent(s) via U.S. Postal Service certified mail, return receipt requested. The Respondent shall file a response with OPLC enforcement within thirty - (30) days of receipt. OPLC enforcement staff, with approval of the Board Chair, may grant an extension of time for good cause if requested by Respondent.

Upon receipt of a response, or in the event a Respondent fails to respond within the thirty (30) day time period, without requesting an extension, OPLC enforcement staff shall provide the complete complaint file to the Board Administrator for distribution to the Board.

The Board Administrator shall provide the Board with the information received by OPLC enforcement staff, as well as records relevant to the matter.

**Board of Dental Examiners  
Standing Order  
Complaint, Response, Investigation**

Upon receipt of the complaint, response, and/or relevant records, the Board may refer the matter to the Board investigator with or without the issuance of a Board order setting forth the scope of the investigation; may dismiss the matter with or without a letter of concern; or may refer the matter for adjudication.

If the matter is referred to the Board investigator for investigation, OPLC enforcement shall assist the Board investigator with investigation related matters if requested to do so by the Board or the Board investigator. Upon completion of the investigation, the Board investigator shall draft a report of investigation ("ROI") which will be provided to either a recused Board member acting as an evaluator or to the entire Board for review. The Board shall determine whether additional investigation is warranted; whether the matter shall be dismissed with or without a letter of concern; or whether the matter shall be sent for adjudication.

This Standing Order shall remain in effect until such time the order terminates by operation of law or the Board/Commission votes to rescind the Order.

By Order of the Board;

Date: 6/8/2021

Jessica McReddy - BOARD ADMIN  
Board Chair or Designee