

# Corporate Associate membership: Adverse incident reporting guide

**Guidance:**

Corporate Officers should notify Dental Protection as soon as they are aware of any adverse incident and or potential dental negligence claim.

The Corporate Officer will be the primary contact for Dental Protection throughout the process.



Dental Protection corporate member becomes aware of 'Adverse Incident' and 'Risk of Claim'.  
Corporate Officer actions

**Telephone:**  
0800 561 1010 (24/7 emergency support)

**Email:**  
assistance@dentalprotection.org

**Dental Protection would want to understand and receive from the Corporate Officer**

- **What has happened?** Please provide a brief summary.
- **Key dates** When did the incident happen; when did you find out about it?
- **Are the actions of any corporate role holder linked to this adverse incident?** If yes which role(s)?
- **Was any of the care involved provided by a dentist?** If yes, provide the names and positions of those dentist(s)
- **Who was involved?** Which Corporate roles?
- **Copies of any complaint and response to the complaint**
- **Copies of the patient Dental records**

**Do not delay your report to Dental Protection** if any of the information above is not immediately available. Please anonymise patient information where possible.

