



AGD PACE Complaints Policy and Procedures

The Academy of General Dentistry (AGD) PACE Council is interested in the continued improvement and sustained quality of continuing dental education programs; however, it does not intervene on behalf of individuals or act as a court of appeal for individuals in matters not related to the AGD's PACE Standards and Criteria or established recognition policies.

If a complaint includes matters that are currently the subject of or directly related to litigation, the PACE Council will not proceed with consideration of the complaint until the litigation is concluded.

To notify the AGD about concerns you have regarding a PACE-approved organization, submit the information in writing via:

- Email to: pace@agd.org; or
- Mail to: Academy of General Dentistry, Attn: PACE, 560 W. Lake St, Sixth Fl., Chicago, IL 60661.

Written concerns must include the following information:

- The name and AGD ID number of the organization that presented the program.
- The date and location of the program.
- The title of the program.
- The names of all instructors.
- Detailed information explaining the concern.
- Documentation or evidence supporting non-compliance with AGD PACE Standards.
- Your name and contact information. The names of individuals or organizations submitting concerns to the AGD remain confidential and will only be disclosed if the AGD is required to do so by a court of law.

The AGD will:

- Confirm receipt of written complaints/concerns.
- Evaluate written complaints and determine if they pertain to published PACE Standards and Criteria.
- Recommend actions regarding the disposition of written complaints.
- All correspondence between the AGD and the approved organization will remain confidential.

Read the full AGD PACE Complaints policy on page 24 of the [AGD PACE Guidelines](#).