

Let's Talk Risk IV -

DEALING WITH COMPLAINTS

Fireside Chat and Panel Discussion



Dr Natalie Phoon
Moderator
CDE Chairperson
CGDP



Mr Patric Sum
Managing Director
Vanguard Total
Solutions



Mr Joseph Lee
Joint MD
LVM Law Chambers

Join us for an evening of honest conversation with a lawyer, an insurance specialist, and two experienced clinic owners to discuss real life scenarios if and when things go wrong



Dr Matthew Wong
Clinic Owner
President
CGDP



Dr Jeremy Goh
Clinic Owner
Past President
CGDP



Thursday 23 July 2026



6:30pm - 9:30pm



S\$40 (includes dinner)



QCafe @ QBE Insurance

5 Shenton Way
#18-01, UIC Building
Singapore 068808



3 points (non core)



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Note: The session will be recorded.

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DEALING WITH COMPLAINTS

What every dentist needs to know

Patient complaints are one of the most stressful and least-discussed challenges in dental practice. Whether it's a billing dispute, a dissatisfied patient, or a formal escalation — how you prepare for and respond to complaints defines your professional reputation and your business.

Topics on the table

- **Dealing with Complaints**

How to respond when a patient escalates — from the first difficult conversation to formal resolution.

- **Clinical Frameworks to Prevent Complaints**

Consent, documentation, and communication systems that protect you before a complaint ever arises.

- **Understanding Your Liability**

The critical difference between negligence, a poor outcome, and patient dissatisfaction — and why it matters.

- **Legal Implications**

When a complaint becomes a claim, how documentation becomes your defence, and when to call a lawyer.

Who you'll hear from

Dr Natalie Phoon *Moderator / CDE Chairperson, CGDP*

General dental practitioner with over 10 years of clinical experience. Advocates for excellence in dentistry through education and risk management.

Mr Joseph Lee *Joint MD, LVM Law Chambers*

One of the leading dispute resolution lawyers of his generation, with a broad range of advocacy experience.

Mr Patric Sum *MD, Vanguard Total Solutions*

Founder and Managing Director of Vanguard Total Solutions Pte Ltd, a specialist general insurance agency focused on delivering tailored risk management and insurance solutions to professionals and businesses.

Dr Matthew Wong *Clinic Owner / President, CGDP*

Runs a multi-chair private practice. Has firsthand experience managing patient complaints and regulatory inquiries.

Dr Jeremy Goh *Clinic Owner / Past President, CGDP*

Owns a growing dental group. Brings practical insights on complaint handling and team communication under pressure.



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