



**STATE BOARD OF DENTAL EXAMINERS**

1801 Congress Ave., Ste. 8.600, Austin, TX 78701

*records@tsbde.texas.com*

January 24, 2023

Juline A. Kerr  
331 Sibley St Unit 813  
Una, SC 29378  
[supachic@att.net](mailto:supachic@att.net)

RE: **Complaint No: 2023-00459**  
Respondent: Dr. Paul Metz  
Date Received: 01/19/2023

Dear Ms. Kerr,

The Texas State Board of Dental Examiners (TSBDE) has received your Complaint Form. TSBDE conducts a preliminary investigation of all complaints it receives to determine whether it will officially proceed on the Complaint. **Your complaint number/ case number is: 2023-00459.** Please refer to this number in any correspondence with the board.

TSBDE staff may contact you during the preliminary investigation to obtain additional information it needs to conduct the preliminary investigation. The preliminary investigation must be conducted within sixty (60) days. At the end of this period, you will be notified in writing whether TSBDE will officially proceed on your complaint.

Respectfully,

TSBDE

Enclosures: Complaint Process

## Information about TSBDE Complaint Processing and Investigations

- Complaints must be submitted in writing.
- Complaints are reviewed during a preliminary investigative process to determine if the TSBDE has jurisdiction over the allegation and the individual against whom the complaint has been submitted (Respondent). Complaints found to be outside the TSBDE's jurisdiction, or complaints that contain insufficient information to determine jurisdiction or insufficient information about the allegation may be dismissed during the preliminary investigation period.
- Complaints found to have allegations generally within the jurisdiction of the TSBDE but lacking sufficient information to proceed to a full investigation may be designated as “**Jurisdictional: Not Filed**” and closed.
- Complaints found to be outside the TSBDE’s jurisdiction will be designated “**Non-Jurisdictional**” and will be dismissed.
- Complaints found to be within the jurisdiction of the TSBDE that also contain sufficient information to proceed to a full investigation are designated as “**Jurisdictional: Filed**” and are reviewed by the Dental Director and/or the Director of Investigations to determine the proper course of an investigation.
- **Jurisdictional: Filed** complaints are assigned to investigative staff to conduct a thorough investigation. During this investigative phase, evidence such as patient records, billing records and other pertinent documents are gathered, interviews of involved parties are conducted, and any other necessary investigative steps are taken to verify whether any violations have occurred.
- Any allegation involving patient treatment (standard of care) will be reviewed by the Dental Review Panel to determine if a standard of care violation occurred.
- All violations identified during the course of an investigation are presented to the TSBDE Legal Division to determine if evidence is sufficient to proceed with disciplinary action.
- Complaint investigations which result in insufficient evidence of a violation of TSBDE Rules or Regulations will be dismissed.
- Minor non-patient care related violations may be resolved by the issuance of an Administrative Penalty.
- Formal disciplinary actions such as Board orders or Remedial Plans are voted upon by the Board and formalized by a Board Order. Board Meetings are held approximately once every quarter.