

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #18-18 - Complaint Outcome Report

On **January 17, 2018**, the College received a letter of complaint from a member of the public regarding a registrant's practice of dietetics. The complaint raised allegations about inappropriate use of language and concerns about the registrant not providing client-centered care for services provided between October 27, 2017 and January 16, 2018.

On **January 24, 2018** the Inquiry Committee commenced an investigation into the complaint that included interviews and review of documentation.

The respondent was notified of the complaint on **February 13, 2018**.

The Inquiry Committee met on **April 25, 2018** to review the inspection report and determined that the registrant had breached [Standards of Practice](#) 9 and section 74, Marketing, of the CDBC bylaws. The risk of harm to the public was found to be low.

The registrant signed a Consent Agreement on **May 22, 2018**, pursuant to sections 33(6)(c) and 36(1)(a) and (b) of the *Health Professions Act* in which the registrant agreed to complete the following undertaking not to repeat, reading and course work by December 14, 2018:

- Not repeat the use of disrespectful language and to use language expected of registered dietitian in CDBC Standard of Practice #9;
- Leslie Dan Faculty of Pharmacy. University of Toronto. Canadian Health Care Systems, Culture and Context. Unit 3-Patient Centered-Care and Unit 10-Ethics and Liability; and
- Review the CDBC Marketing bylaws and policies, the Canadian Advertising Standards and provide proof that her private practice marketing information is in compliance with these requirements

A copy of the Consent Agreement is saved in the registrant's file permanently, in accordance with section 69 of the CDBC bylaws and was returned to the respondent.

The complainant received the decision letter on **May 28, 2018**.

103 days were required to resolve the case.