

## **COLLEGE OF DIETITIANS OF BRITISH COLUMBIA**

### **Complaint Outcome Report #13-09 – Competence and ethical conduct**

The College of Dietitians of BC (CDBC) received an emailed letter of complaint on September 11, 2013 from a member of the public regarding nutrition care provided to the complainant's adult child (the client) at the registrant's private practice office. The allegations related to practicing dietetics in a "negligent and unethical manner.. charging an exorbitant fee.. and lack of communication..." with the complainant.

The CDBC Inquiry Committee investigated the complaint in accordance with Part 3 of the *Health Professions Act* (HPA), Inspections, Inquiries and Discipline, and appointed a CDBC Inspector to investigate. The investigation consisted of the Inspector's Report that summarized the evidence gathered from the complainant's letter of complaint, the registrant's response to the letter of complaint, the client's file, copies of email correspondence provided by the registrant and verified by the Inspector, and interviews with the complainant via telephone and with the registrant in-person, at the registrant's office.

The Inquiry Committee met on November 13, 2013 to consider the Inspector's Investigation Report as well as standards for registrant conduct as stated in Schedules "A" and "B" of the CDBC bylaws, the Code of Ethics and Standards of Practice.

After considering each allegation separately, the Inquiry Committee resolved to take no action against the registrant as the evidence did not support unethical or substandard practice. In accordance with section 33(6)(a) of the HPA, the Committee concluded that the registrant's conduct was satisfactory.

The complainant was informed of the Committee's conclusions and was advised of the process for appealing the outcome to the Health Professions Review Board (HPRB). The HPRB's thirty day deadline for appeal lapsed December 19, 2013.

The case is closed.