

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #16-14 - Complaint Outcome Report

On **September 14, 2016**, the CDBC Inquiry Committee received a letter of complaint from a member of the public regarding a registrant's practice. The complaint raised allegations about incompetent practice, conflict of interest and illegal use of the title "specialist" as part of services provided to the Complainant on August 11 and August 26, 2016.

On **September 29, 2016** the Inquiry Committee commenced an investigation into the complaint that included interviews, inspection of the facility and review of documentation.

The respondent was informed of the complaint on **November 21, 2016**, and provided a written response on **January 16, 2017**.

The Inquiry Committee met on **June 7, 2017**, reviewed the inspection report and determined the registrant had breached section 74(7)(a) and Schedule A, Standard of Practice #8 of the CDBC bylaws.

The registrant consented on **June 29, 2017**, to an undertaking pursuant to sections 33(6)(c) and 36(1)(a) of the *Health Professions Act* in which the registrant agreed to:

- not repeat using the title "specialist" in her marketing publications, in accordance with [CDBC bylaw](#) section 74(7)(a);
- address any real or perceived conflicts of interest related to her practice in a clear and consistent manner and comply with [CDBC Standard of Practice #8](#); and
 - email the Inquiry Committee within sixty (60) days of signing the undertaking with a copy of the disclosure statement used in her practice.

A copy of the signed undertaking is saved in the registrant's file permanently, in accordance with section 69 of the CDBC bylaws and was returned to the registrant on **July 4, 2017**.

The complainant received the decision letter on **July 7, 2017**.

284 days were required to resolve the case.