

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #17-17 - Complaint Outcome Report

On **November 27, 2017**, the College received a letter of complaint from a registrant regarding another registrant's practice of dietetics. The complaint raised allegations about practising restricted activities without being registered to do so, incompetent patient care and not respecting a mentorship contract within the work environment.

On **December 19, 2017**, the Inquiry Committee commenced an investigation into the complaint that included interviews, testimonials and review of documentary evidence. The registrant was notified of the complaint in December.

The investigation took place between **January 11 and April 10, 2018**.

The Inquiry Committee reviewed the final inspection report and on **May 24, 2018**, determined that the registrant had:

- practiced restricted activities on one occasion without being registered to do so, in contravention to the *Health Professions Act's* Dietitians Regulation
- demonstrated a lack of accountability in recognizing errors and accurately reporting on registration (or lack thereof) with restricted activities and learning progress and,
- at times, demonstrated unclear and inaccurate verbal and written communication with the Complainant and other colleagues.

The Inquiry Committee also found the risk of harm to the public was low and found additional issues that fell outside of the scope and mandate of the College. These additional issues were shared with the registrant and it was recommended that the employer address these.

The registrant signed a Consent Agreement on **June 15, 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, examination and course work by December 31, 2018:

- Not to repeat practicing Restricted Activities without being registered to do so in accordance with the *Health Professions Act's* Dietitians Regulation and CDBC Standard of Practice #2;
- CDBC Jurisprudence Guide and Examination for Dietitians in BC; and
- One professional communication course at the BC Justice Institute.

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

The Complainant received the decision letter on **June 18, 2018**.

170 days were required to resolve the case.