

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

### **Inquiry Case #19-31 - Complaint Outcome Report**

On **November 15, 2019**, the College received correspondence from a person wanting to remain anonymous regarding concerns with the registrant's endorsement of a product on social media, where claims appeared to be outside of dietetic scope of practice and not in accordance with Canada Ad Standards disclosure requirements.

On **December 6**, the Inquiry Committee met and agreed to investigate the allegations as an "own motion" complaint and appointed the Deputy Registrar to inspect.

On **January 27, 2020**, the registrant was notified of the complaint, provided with questions regarding the allegations and her practice and asked to respond by **February 23, 2020**.

On **February 14**, the registrant responded to the allegations.

The inspection took place between **December 6, 2019** and **March 5, 2020**.

On **March 30, 2019**, the Inquiry Committee reviewed the allegations, the registrant's written answer, a review of the registrant's social media practice, CDBC legislation, policies and guidelines, relevant literature and legislation on the product, legal advice on marketing of the product, and the risk analysis tool.

The Inquiry Committee found that the evidence collected in the inspection report was sufficient to inform the allegations. In its decision, the Inquiry Committee determined that the registrant had taken immediate corrective actions upon notification of the complaint. In their response to the complaint, the registrant demonstrated a commitment to providing safe, evidence-based information to the public and complying with legislation governing the dietetic profession.

For these reasons, the Inquiry Committee determined that the concerns presented an overall low risk of harm to the public and decided to take no further action in respect of the complaint under s. 33(6)(a) of the *Health Professions Act*.

The Committee provided recommendations to the registrant to keep reflecting on the importance of making evidence-based recommendations to the public, separating professional and personal interest, and making sure all product endorsements were removed from third party social media.

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

**114 days** were required to resolve the case.