

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #20-39 - Complaint Outcome Report

On **August 24, 2020**, the College received a call from the complainant regarding virtual dietetic services they received from the registrant on August 18, 2020.

The complaint raised concerns about the registrant's standard of care, courtesy during the consultation, and that the registrant may have compromised the complainant's relationship with their physician (Standards of Practice 3,4,9,13 and 14 and Code of Ethics principles 3 and 5).

The complainant provided a written complaint along with documentation and a recording of the virtual session with the registrant to support allegations. The complainant also raised the same concerns with the registrant's employer.

On **September 14, 2020**, the Inquiry Committee met to review a summary of the complaint, that considered correspondence and attachments provided by the complainant, the registrant's nutrition report to the complainant's physician and the recording of the August 18, 2020 consultation. The Committee also considered risks relative to expected standards of practice and ethical conduct and determined that the evidence was sufficient to inform the concerns raised without further investigation.

The Committee disposed of the complaint pursuant to section 33(6)(a) of the *Health Professions Act* to take no further action, as the information demonstrated that the registrant's interactions with the complainant met the expectations of the CDBC Standards of Practice and Code of Ethics.

The complainant was informed of the decision on the same day.

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

21 days were required to resolve the case.