

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

### **Inquiry Case #20-40 - Complaint Outcome Report**

On **September 16, 2020**, the College received email correspondence from the complainant regarding a missed virtual dietetic consultation with the registrant that day.

The complaint raised concerns about the registrant's standard of care, billing practice and communication practice (Standards of Practice 4,9, and 12 and Code of Ethics principles 1 and 4). The complainant provided a written complaint along with email correspondence with the registrant to support the allegations.

On **October 14, 2020**, the Inquiry reviewed the complaint information, decided to inspect and appointed an inspector.

On **October 23, 2020**, the registrant was notified of the complaint and asked to answer questions in writing by November 13, 2020. The inspector reviewed the allegations and questions with the registrant on **October 28, 2020**.

The registrant responded on **November 10, 2020**.

On **December 2, 2020**, the Inquiry Committee met to review an inspection report that included a review of the registrant's marketing on the Internet (fee information, disclaimers and cancellation policy), the registrant's response, email correspondence between the complainant and the registrant, CDDBC bylaws, policies and guidelines, and BC case law and information on refunds, notices, and cancellation fees.

The Committee considered the information presented and risks relative to expected bylaws, standards of practice and ethical conduct, and determined that the evidence was sufficient to inform the concerns raised without further investigation. The Committee recognized that, in response to the complaint, the registrant took the initiative to publish their cancellation policy on their website and added their contact information to their email templates, to improve client access.

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

For quality assurance purposes, and to better support the College's mandate of public protection, the Inquiry Committee recommended that the registrant consider adding the following additional information to their client meeting invitations:

- a link to the virtual platform's tutorials and,
- instructions on accessing the virtual platform meetings.

The complainant and registrant were informed of the decision on **December 10, 2020**.

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

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