

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #21-49 - Complaint Outcome Report

On **November 8, 2021**, the CDBC received a letter of complaint from a member of the public regarding the care they were receiving. Three registrants were involved in the complainant's care over the years, and two of the three registrants were still actively registered with the CDBC. The complaint raised allegations about the registrants' failure to provide a therapeutic diet adapted for the complainant's health conditions, resulting in negative health outcomes.

On **December 3, 2021**, the Inquiry Committee determined that the allegations fell within the College's jurisdiction and decided to investigate the complaint.

On **December 13, 2021**, the two registrants were notified of the complaint and asked to respond to the allegations by **January 10, 2022**.

The inspection took place between **December 3, 2021 and June 20, 2022**. The inspection was delayed by a lengthy process to access health records from the initial request on **December 13, 2021** to receipt of the records on **May 13, 2022**.

On **July 11, 2022**, the Inquiry Committee reviewed the complainant's documentary evidence, registrants' responses, a review of the complainant's health records, information and email correspondence, CDBC bylaws, standards of practice, and other relevant clinical literature and practice guidelines.

The Committee determined that the inspection report contained sufficient evidence regarding the allegations. The Committee did not find evidence to support the contention that the registrants failed to meet the CDBC bylaws, standards and policies regarding the complainant's dietetic care.

Based on the findings of the investigation, the Inquiry Committee decided to dispose of the case pursuant to section 33(6)(a) of the *Health Professions Act* and take no further action. The registrants' competence was found to be satisfactory, in accordance with CDBC Standards of Practice and Code of Ethics.

The registrants and the complainant were notified of the decision in writing on **July 14 and July 15, 2022**, respectively.

A copy of the decision is saved in the registrants' file permanently, in accordance with section 69 of the CDBC bylaws.

238 days were required to resolve the case.