

# COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

## Inquiry Case #21-53 - Complaint Outcome Report

On **February 17, 2022**, the College received a complaint and documentary evidence from a full registrant regarding the registrant's online marketing of dietetic services.

The complaint raised concerns about non-evidence-informed content on mental health and nutrition, use of the term "specialist", practicing outside of dietetic scope, and use of unprofessional messaging and stigmatizing language.

Between **March 15 and 22, 2022**, the Inquiry Committee reviewed the complaint, confirmed the allegations were within the mandate of the College and decided to inspect the allegations.

By virtual meeting on **March 9, 2022** and letter dated **March 16, 2022**, the registrant was notified of the complaint, reviewed the allegations, the complaint process and information to consider in preparing their response to the allegations, with the Deputy Registrar. The registrant was asked to respond to the allegations by **April 6, 2022**.

On **April 5, 2022**, the registrant emailed a written response to the allegations.

The inspection took place between **March 16 and May 24, 2022**. Between **May 30 and June 14, 2022**, the registrant informed the CDBC of a breach in confidentiality and conflict of interest on the part of the inspector. The CDBC ceased the inspector's involvement and appointed the Deputy Registrar to re-investigate the case.

On **July 11, 2022**, the Inquiry Committee reviewed the allegations, the registrant's submission and the re-inspection report findings and references. After careful review and discussion, the Inquiry Committee determined the report contained sufficient evidence regarding the allegations and that the information identified moderate risks impacting public confidence and trust for the following aspects of practice (CDBC Bylaws, s. 77, Standards of Practice #2, 13, 17, and Code of Ethics Principles 2 and 3, Marketing Standards and Social Media Guidelines).

The Committee determined that the registrant was to consent to the following additional requirements for appropriate and fair remediation by **November 30, 2022**:

- Review CDBC bylaws, standards, guidelines and resources related to marketing
- Review CDBC jurisprudence and complete course work on professional boundaries and ethical practice,
- Review and reflect on the application of the *Health Professions Act's* Dietitians Regulation to practice,
- Review the CDBC guidance and complete course work on evidence-informed practice, and
- Meet with College staff to review changes made to the registrant's practice, as a result of this remediation.

The registrant was informed of the decision in writing on **July 14, 2022**. The registrant reviewed the decision with the Deputy Registrar over the phone and agreed to the consent agreement on **July 18, 2022**. The complainant was informed of the decision in writing on **July 19, 2022**.

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

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