

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #22-60 - Complaint Outcome Report

On **May 13, 2022**, the College received a complaint and documentary evidence from a registrant (the “complainant”) regarding the registrant’s practice. The complaint raised concerns about the registrant’s lack of ethical conduct and respectful communication, failure to maintain professional boundaries and non-evidence-based practice.

Between May 26 and 31, 2022, the Inquiry Committee reviewed the complaint, confirmed the allegations were within the mandate of the College and decided to inspect the allegations.

On **June 7, 2022**, the registrant was notified of the complaint for response by June 30, 2022. The registrant met with the CDBC Deputy Registrar to review the allegations, the complaint process and discuss response to the allegations.

On **June 30, 2022**, the registrant emailed a written response to the allegations.

The inspection took place between **May 30 and September 30, 2022**.

On **October 11, 2022**, the Inquiry Committee reviewed the allegations, documentary evidence, the registrant’s submissions and the 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 reviewed identified moderate risks to public safety for aspects of practice related to marketing, scope of practice, critical thinking and record keeping (CDBC Bylaws, s.73 and 77, Standards of Practice #1-4, 7, 9, 10, and 14, Standards of Record Keeping, and Code of Ethics Principles, Marketing Standards and CDBC Position Statement on Testimonials).

The Committee determined that the registrant was to consent to the following requirements for appropriate and fair remediation by **February 15, 2023**.

- Review CDBC bylaws, standards, guidelines, and resources related to marketing,
- Review CDBC policy documents related to scope of practice, professional boundaries, referral to other health professionals and respectful communication,
- Complete coursework on professional boundaries and ethical practice,
- Review and reflect on the application of CDBC bylaws and standards related to record keeping to practice,
- 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 through a meeting and in writing on **November 7, 2022** and the complainant was informed in writing on **November 17, 2022**.

The registrant signed the consent agreement on **November 8, 2022**.

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

146 days were required to resolve the case.