

**INQUIRY COMMITTEE  
RECORD OF DECISION**

**File Reference:** DH15102

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***ELEMENTS OF COMPLAINT***

On August 14, 2015, the College received a complaint from a client (the “Complainant”) alleging unprofessional behaviour of a Registrant.

The CDHBC Inquiry Committee initiated an investigation under s. 33(4)(a) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the “Act”) and appointed an inspector to assist with the investigation.

On September 1, 2015, the CDHBC Registrar notified the Registrant of the investigation and requested the Registrant’s response to the investigation, in accordance with s. 33(5) of the Act.

The Registrant provided a written response to the complaint, in which s/he denied the allegations made by the Complainant and alleged that the Complainant became angry during the appointment and suddenly ended the appointment.

On October 9, 2015, the Complainant emailed the inspector to say that s/he did not see any benefit in carrying on with the investigation and stated that s/he did not wish to participate further.

***COMMITTEE DECISION***

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The Inquiry Committee reviewed the Complainant’s allegations and the Registrant’s response to those allegations. As the Complainant and Registrant each had a different recollection of the events, and there were no witnesses, the Inquiry Committee determined that there was insufficient evidence to verify the complaint allegations particularly in view of the Complainant’s decision not to participate further in the investigation. This made it more difficult to gather information for assessing the complaint.

In accordance with section 33(6)(a) of the Act, the Inquiry Committee determined that this was an appropriate case to take no further action as the allegations focused primarily on the Registrant’s interpersonal communication skills. The Inquiry Committee regrets that the Complainant found his/her interactions with the Registrant to be so negative and strongly recommended to the Registrant that s/he ensures that s/he communicates with patients in a sensitive manner in the future.

***RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS***

Act, section; 33(4); 33(5); 33(6)(a)

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***STATUS***

Closed.