

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH1592

ELEMENTS OF COMPLAINT

On March 5, 2015, the College received a complaint from a client (the “Complainant”) alleging that the Registrant provided substandard dental hygiene care and demonstrated substandard communication skills.

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”).

On March 26, 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, in which s/he enclosed a copy of the Complainant’s treatment records and apologized and stated s/he was sorry the Complainant had had a bad experience at the office and outlined some recommendations on how to better improve future experiences and communications with clients. The Registrant also advised that the charges to the Complainant for the dental hygiene services had already been refunded by the dentist.

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee determined to take no further action in this matter under s. 33(6)(a) because it concluded that there was insufficient evidence to establish that the Registrant departed from any standards of practice in the level of dental hygiene care provided to the Complainant.

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: (a) there was insufficient evidence to establish that the Registrant departed from any standards of practice; (b) the charge for services provided to the Complainant had been reversed; and (c) the Registrant had made recommendations for improving future experiences and communications with clients.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

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

STATUS

Closed.