

INQUIRY COMMITTEE RECORD OF DECISION

FILE NAME: DH1294

FACTS

In April 2012, the Registrar received a complaint against a registrant of the College, alleging that the registrant had not treated the Complainant in a fair and professional manner, and had inappropriately billed for more units of time than she was actually seated for.

The Inquiry Committee initiated an investigation under s. 33(1) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act"). By letter, the Registrar of the College notified the Registrant of the investigation and invited a response in accordance with s. 33(5) of the Act

The Registrant's written response indicated that s/he had billed the Complainant appropriately for the dental hygiene treatment and in a professional manner. Although it was evident that there was a disagreement in the length of time of the treatment provided by the Registrant, there was no documentary way for the Inquiry Committee to verify the start-time of the treatment and the Complainant had indicated that she was not seeking a refund of fees.

COMMITTEE DECISION

The Inquiry Committee passed a motion to take no further action under s. 33(6)(a) because it concluded that there was insufficient evidence to establish that the Registrant engaged in any professional misconduct either through inappropriate billing or in his/her interactions with the Complainant.

RELEVANT PROVISION OF ACT, REGULATION, OR BYLAWS: *Act, section 33(1); 33(4)(a); 33(5); 33(6)(a); and Bylaws, section 70*

STATUS: Closed

LEGISLATIVE AUTHORITY: *Health Professions Act s 33, 36*