

Complaints can come from: members of the public, Registered Dietitians, other professionals, the SDA Board and The Registrar.

Complaint Received

Professional Conduct Committee (PCC)

Each formal complaint is investigated by the PCC. During the investigation, the committee will notify the dietitian and they will be given an opportunity to provide a written response.

The PCC will look at all of the evidence and determine the appropriate action.

PCC Completes Investigation

If ADR unsuccessful, the investigation will resume. If the investigation is completed, the PCC will render its decision.

PCC recommends Alternate Dispute Resolution (ADR)

Dispute Successfully Resolved

No Action

Non-Disciplinary Action

Refer to Discipline Committee

Court order for temporary suspension

Discipline Hearing

Guilty

Not Guilty

The Discipline Committee includes both dietitians and public representatives. The committee conducts a hearing to determine if the member is incompetent or guilty of professional misconduct. If needed, they also determine the appropriate disciplinary action.