

Complaint Resolution Agreement

Made under the Authority of section 55(2)(a.1) of the *Health Professions Act*

Between:

Registrant
(the “Registrant”)

And

Alberta College of Dental Hygienists
(the “ACDH” or “College”)

A Complaint Resolution Agreement was entered into between the Registrant and the College, in March 2025.

The particulars of the Registrant’s unprofessional conduct arise from a complaint made to the College by a patient relating to conduct wherein the Registrant failed to: diagnose carious lesions uncovered during treatment, adequately inform the patient of the presence of caries, and document abnormal findings as well as the patient’s chief concern.

In order to resolve the Complaint, the Registrant met with a Regulatory Advisor, read the ACDH Code of Ethics and Standards of Practice (“SOPs”) on Clinical Therapy, Informed Consent, and Documentation, and the related Guidelines; and, completed a reflection paper outlining:

- which performance expectations from the SOPs, and principles from the Code of Ethics, are relevant to this scenario and why; and
- options for how the Registrant could address a scenario like this in the future, while maintaining compliance with the SOPs and Code of Ethics.