



ICRC & DISCIPLINE COMMITTEE UPDATE

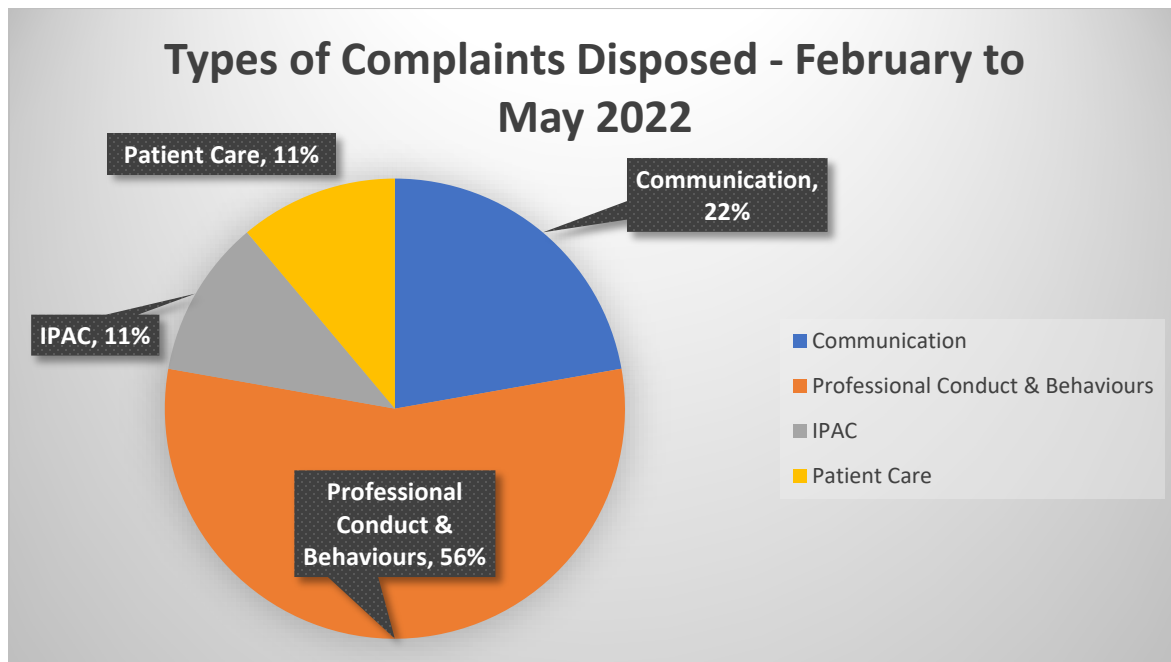
Complaints and Reports

Between February and May 2022, the College received nine complaints, and opened two Registrar’s investigations. These numbers are consistent with last year. By comparison, in the same period in 2020-2021, the College received 11 complaints and opened three Registrar’s investigations.

Between February and May 2022, ICRC panels disposed of eight complaints matters as follows:

- 6 cases – no further action was taken
- 2 cases – referral to the Discipline Committee

One case was withdrawn.



There are currently eight matters waiting to be disposed of by panels of the ICRC.



Discipline Committee

There are currently eight cases that have been referred to the Discipline Committee and are waiting to be heard.

Most of the referrals relate to professional misconduct as a result of breaching the College's Prescription Custom Foot Orthoses standard. The high volume of referrals continues to be linked to the College's zero tolerance policy on inappropriate business practices, which was released to the membership in June 2019. Examples of misconduct include:

- Prescribing orthotics to patients without an assessment;
- Prescribing orthotics to patients but failing to dispense them or follow-up;
- Incentives schemes, such as providing free shoes with the purchase of orthotics;
- Signing for having conducted gait analysis scans for patients the member did not see, for the purpose of prescribing orthotics;
- Issuing or submitting insurance claims for shoe modifications that were off the shelf shoes;
- Practising in a conflict of interest where the member wrote prescriptions for custom foot orthotics that were manufactured by a lab, in which he was a shareholder, officer or director.

[Referrals are posted on the College's website](#)

Disciplinary matters are resolved by way of uncontested or contested hearings. Matters are resolved or disposed of when:

- All allegations are withdrawn or dismissed;
- No findings of professional misconduct and/or incompetence are made by a panel;
- Findings of professional misconduct and/or incompetence are made and a penalty is ordered;
- Reinstatement requests are granted, not granted or abandoned; and
- Removal of information requests are granted, not granted or abandoned.

Between February and May 2022, the Discipline Committee disposed of two matters (in a third case, the hearing is ongoing).