

In the matter of the Institute of Trichologists' Code of Professional Practice and Ethics ("the Code")

and

The consideration of an allegation by the Institute of Trichologists Registration Council

## **NOTICE OF FINDING BY THE REGISTRATION COUNCIL OF THE INSTITUTE OF TRICHOLOGISTS**

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<b>Date of Complaint Submission</b>	16 <sup>th</sup> October 2023
<b>Complaint Reference</b>	EN101023
<b>Registrant referred as</b>	Clinical Trichologist (CT)
<b>Complainant referred as</b>	Complainant

On 29 November 2024, the a panel of Registration Council members ("the panel") of the Institute of Trichologists held a formal hearing to consider the following allegation against the CT, referred to it by the Independent Ethics Council ("the IEC") in accordance with Institute of Trichologists' complaints process.

## THE ALLEGATION

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This hearing was to investigate a complaint made to the Institute of Trichologists (IOT), focussing upon three allegations that made up the formal complaint.

## PARTICULARS OF THE ALLEGATION

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The areas of The Institute of Trichologists [Code of Professional Practice and Ethics](#) focussed upon were:

- **Paragraph 14.** Courtesy, patience and understanding should be shown to patients and the general public at all times. The patients' and general public's welfare must be paramount at all times. Members should be aware of the limits of their competence and be ready to refer the patient for further investigation when necessary.
- **Paragraph 33.** Although Trichology has the potential to treat a wide variety of conditions, it may not always be the most appropriate treatment. Where members feel this is the case, they should advise their patients of other therapeutic options and refer them to the medical profession or other health care professionals.
- **Paragraph 15.** Registrants are required to adhere to the 'Code of Professional Practice and Ethics on safeguarding responsibilities when treating children or vulnerable adults'. accompanying guidance can be found [here](#).

## DECISION

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### **Allegation 1**

The panel carefully listened to both parties and examined the evidence presented by both parties. The panel found that there were elements of the initial consultation and diagnosis that fell short of a holistic assessment and clinical diagnosis. The lack of a full holistic assessment would have been detrimental to the client in relation to the severity of the conditions cited in the diagnosis report.

The initial and ongoing treatment was found to be a reasonable course of treatment. The panel found that the complainant was suitably informed by the CT around all elements of the treatment both verbally and in writing.

The panel found that aspects of assessment and referral especially in relation to the diagnosis was not addressed sufficiently and a referral for further assessment and support should have been made. Additionally, when worsening of the symptoms were reported, referral for further assessment and support should have been made to a GP or Dermatologist.

**The panel therefore found that this allegation has been partially upheld.**

### **Allegation 2**

**The panel found this allegation has been upheld.**

### **Allegation 3**

The panel heard conflicting accounts of the final clinic visit where the complainant felt that their confidentiality was breached. The panel was not provided with any evidence to corroborate either account of events.

**The panel therefore are unable to draw a conclusion on this matter or to uphold the allegation.**

## **SANCTIONS AND RECOMMENDATIONS**

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The panel considered the four categories of allegation and agreed that the complaint was within point 1:

***The Trichologist has been guilty of conduct which falls short of the standard required of an IOT registered Trichologist (defined as "unacceptable professional conduct" ("UPC"))***

The allegation was deemed to be at the lower end of the spectrum of unacceptable professional conduct and the panel wants to mark that the behaviour of the Clinical Trichologist was unacceptable and must not happen again. The sanction to be applied in this case is:

**Written Warning** - This admonishment does not directly restrict a Trichologist's ability to practise.

The reason for this sanction according to the Sanctions Guidance is that the panel believed that there was:

- a) evidence of sufficient insight into the matters found proved.
- b) a genuine expression of regret or apologies.
- c) previous good history.
- d) no repetition of the behaviour since the incident.

### **Recommendations**

- The panel recommends that the CT undertakes a range of Continuing Professional Development to update themselves in the consultation and diagnosis of hair and scalp disorders.
- We also recommend an update on Safeguarding.

- The CT should consult with the IOT Education Manager for advice on modules and CT Diploma in Clinical Trichology Preceptorship Programme.

**Signed:**

**Dated:** 30 November 2023

**The Registration Council**  
The Institute of Trichologists