



— COLLEGE OF —
CHIROPRACTORS
— OF ALBERTA —

Complaint Resolution Agreement Admission and Orders of:

Dr. Craig Wing

On:

January 10, 2024

Posting expiration date:

January 10, 2034

COMPLAINT RESOLUTION AGREEMENT

Pursuant to section 55(2)(a.1) of the *Health Professions Act*

BETWEEN

Dr. Craig Wing (“Dr. Wing”)

---and---

**Ms. Kerstin Hurd, Complaints Director for the College of Chiropractors of Alberta (the
“Complaints Director”)**

BACKGROUND MATTERS

- A. The College of Chiropractors of Alberta or CCOA (the “College”) is the regulatory body for the profession of chiropractic pursuant to the *Health Professions Act*, R.S.A. 2000, c. H-7 (“HPA”). The parties agree that for the purposes of this agreement, the term “College” shall include the College of Chiropractors of Alberta and all predecessor colleges under prior applicable legislation.
- B. On or about July 18, 2023, the College received a complaint (the “Complaint”) from [REDACTED] (the “Complainant”) concerning the conduct of Dr. Wing. The Complaint was about a treatment session on June 20, 2023, during which Dr. Wing reportedly lifted the Complainant’s shirt, touched the Complainant directly on her abdomen by running his fingers from her ribs to pelvis, without explanation and without consent. This left her feeling vulnerable, shocked and bewildered.
- C. On July 26, 2023, the Complaints Director notified Dr. Wing of the Complaint and requested a response.
- D. The Complaints Director appointed an investigator who conducted an investigation pursuant to Part 4 of the HPA.
- E. The Complaints Director, under the authority of s. 55(2)(a.1) of the HPA, has proposed this Complaint Resolution Agreement (the “CRA”) to Dr. Wing in an attempt to resolve the Complaint. The Complainant provided consent to proceed in this manner with the terms outlined in this agreement.

COMPLAINT RESOLUTION AGREEMENT

IN CONSIDERATION OF the terms and conditions set out herein, the Complaints Director and Dr. Wing hereby agree, and Dr. Wing hereby acknowledges that:

- 1. At all times concerning the conduct in question, Dr. Wing was a regulated member of the College.
- 2. Dr. Wing acknowledges that:

- a. On, or about June 20, 2023, Dr. Wing failed to adequately explain the purpose and nature of a specific treatment and failed to obtain express consent from the Complainant prior to proceeding with that treatment.
3. Acknowledging the impact of his actions on the Complainant and his professional responsibility, Dr. Wing has implemented the following changes into his practice to minimize the risk of future harm to his patients:
 - a. Routinely asks patients to let him know if anything happens during treatment that causes them to feel uncomfortable.
 - b. Consistently obtains verbal consent prior to proceeding with treatment in any sensitive areas of the body.
 - c. Revised his electronic health record to include a section for documenting verbal consent, especially for occasions which may warrant touching sensitive areas of the body or direct skin contact.
 - d. Reflects on his practice regularly to be mindful of actions that have the potential to be experienced differently by the patient than how they are intended. This includes no longer assuming consent but instead, confirming consent verbally and then documenting it in the electronic health record.
4. In consideration of the above, the Complaints Director and Dr. Wing agree to the following terms:
 - a. Dr. Wing will voluntarily draft an apology letter for delivery to the Complainant within 30 days of the CRA (a copy of which may be retained by the CCOA in the member file). The apology letter must be approved by the Complaints Director and, upon approval, will be delivered to the Complainant by the College.
 - b. A copy of the CRA with Dr. Wing's name will be published on the College's website for 10 years. Publication with the name of practitioner is mandatory according to College Bylaws.
 - c. Dr. Wing agrees and acknowledges that in the event he fails to comply with any term of this Agreement, the College may initiate a new complaint under s. 56 of the HPA.

I, Dr. Craig Wing, have had the opportunity to seek legal advice from a lawyer in relation to this matter, and hereby acknowledge that I voluntarily enter into this CRA with the Complaints Director.



December 20, 2023

Date

Dr. Craig Wing

January 10, 2024

Date



 Kerstin Hurd, Complaints Director
 College of Chiropractors of Alberta