

ON PAPERS

Registrations Appeal Hearing CPD Appeal Hearing

22 April 2026

Name: Ahmed, Lindsey
Registration number: 215759
Case number: CAS- 213874-L3B8W8

General Dental Council: Instructed by Sushuma Chandrasekhar, ILAS

Registrant: Unrepresented

Outcome: Appeal dismissed

Committee members: Harpreet Ark (Chair, Dentist member)
Clive Powell (Lay member)
Jodie Mahoney (DCP member)

Legal adviser: Jenny Appleton

Committee Secretary: Jamie Barge

1. This is an appeal hearing before the Registration Appeals Committee (RAC). The appeal is against the decision of the Registrar of the General Dental Council (GDC) to erase Mrs Ahmed from the Register for apparent non-compliance with the statutory Continuing Professional Development (CPD) requirements. The hearing is being held in accordance with the terms of the *General Dental Council (Registration Appeals) Rules Order of Council 2006* ('the Registration Appeal Rules'), pursuant to Schedule 4A of the *Dentists Act 1984* (as amended) ('the Act').
2. The hearing was conducted remotely via Microsoft Teams in line with current GDC practice. Neither party was present at today's hearing, following notification from the GDC that the appeal was to be conducted on the papers.

Preliminary matter

Decision to conduct the appeal in the absence of Mrs Ahmed and on the papers.

3. Neither party was present at today's meeting. The Committee noted that conducting the appeal on the papers is the default position of the GDC unless an appellant requests an oral hearing. Having considered the documents provided, the Committee was satisfied that Mrs Ahmed had made no such request.
4. Notification of this appeal was sent to Mrs Ahmed by Recorded Delivery and secure email on 6 March 2026 in accordance with Rule 5 of the Registration Appeal Rules.
5. The Committee was satisfied that it was appropriate to consider today's appeal in the absence of the parties and on the papers.

Decision and reasons on the appeal

Background

6. The General Dental Council (Continuing Professional Development) (Dentists and Dental Care Professionals) Rules 2017 ('the CPD Rules') set out the CPD requirements placed on DCP registrants as of 1 August 2018, and the steps that the GDC shall take in respect of registrants' compliance and non-compliance with those requirements.
7. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
8. In accordance with Rule 1, a 'CPD cycle' means, in respect of a dental care professional, a period of five years beginning on 1 August following the date the dental care professional is first registered and each subsequent period of five years. A 'CPD year' means, in respect of a dental care professional, a period of 12 months beginning on 1 August in any calendar year.
9. Mrs Ahmed appealed against the Registrar's decision that despite her CPD being non-compliant because she failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period of 1 August 2023 and will end on 31 July 2025, she asked the Registrar to consider exceptional circumstances.

Summary

10. The GDC's case in support of its decision was summarised as follows:

Mrs Ahmed first registered with the Council as a dental care professional, with the title dental nurse, on 30 September 2011. Mrs Ahmed's current CPD cycle began on 1 August 2022 and will end on 31 July 2027.

On 22 May 2025, the Council sent an email reminder to Mrs Ahmed's registered email address. This reminder notified Mrs Ahmed that her 2024-2025 CPD year was coming to an end and that she was required to submit her CPD statement by 28 August 2025. This reminder explained the requirement of detailing the verifiable CPD hours for the current CPD year of 1 August 2024 to 31 July 2025 and also explained the requirement to complete at least 10 verifiable CPD hours over the last two CPD years. Mrs Ahmed was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk.

On 10 June 2025, the Council sent Mrs Ahmed an Annual Renewal Notice letter by post to her registered address.

On 12 June 2025 the Council sent an email reminder to Mrs Ahmed's registered email address. The reminder, which appears at pages 20-21, notified Mrs Ahmed that her 2024-2025 CPD year was coming to an end. She was again prompted of the requirement to submit her CPD statement by 28 August 2025, with a reminder that there is a requirement to complete at least 10 verifiable CPD hours over the last two CPD years. Mrs Ahmed was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk.

On 7 July 2025, 18 July 2025 and 5 August 2025, the Council sent further email reminders to Mrs Ahmed's registered email address, notifying her that her 2024-2025 CPD year was coming to an end and reminding her to submit her CPD statement, detailing how many CPD hours she had completed during that year, by 28 August 2025.

Between 12 August 2025 and 28 August 2025, the Council sent three SMS reminders regarding the CPD statement to the Appellant's registered mobile number.

Rule 6 notice

On 25 September 2025 the Council sent a notice under Rule 6 to Mrs Ahmed by recorded delivery to her registered address. This Notice stated that, although Mrs Ahmed had submitted a CPD statement to the Council, she had not declared enough hours to meet the requirement to complete a minimum of 10 hours of verifiable CPD over two consecutive CPD years. It was noted that she had submitted an annual CPD statement of five verifiable hours for the 2023-2024 CPD year and an annual CPD statement of zero verifiable hours for the 2024-2025 CPD year. The notice stated that if Mrs Ahmed wanted to retain her registration, she should submit her CPD record to the Council by 23 October 2025 to demonstrate that she had met the requirement. She was informed that if the Council did not receive a response to the notice by that date or if her response was unsatisfactory, she may be erased from the dental care professionals register.

Correspondence with Mrs Ahmed

On 29 September 2025, Mrs Ahmed phoned the Council to state that she had no CPD hours to add following the Rule 6 notice. On that same day she also emailed the Council to explain that:

- i. she had received the Rule 6 letter which indicated that she had failed to log 5 hours for the 2024-2025 CPD year;
- ii. she was restored to the register in 2023 and returned to work but not as a dental nurse;
- iii. she had checked her GDC account and when it stated 50 hours completed she assumed that she had completed all the required CPD for the 5 year cycle;
- iv. she “obviously misunderstood” her CPD obligations;
- v. she had started to work as a dental nurse again on 5 September 2025;
- vi. she was prepared to do five CPD hours but unfortunately had no CPD to produce to the Council as of yet; and
- vii. she required guidance on next steps such as whether to stay in her new work role or not.

Rule 8 notice

On 5 November 2025 the Council sent a Rule 8 erasure notice to Mrs Ahmed’s registered address by recorded delivery. This Notice confirmed that Mrs Ahmed had failed to provide sufficient evidence to demonstrate compliance with the CPD requirement of completing 10 hours of verifiable CPD over 2 consecutive years. She is still outstanding 10 such hours. Her CPD also remained deficient as she had not provided her personal development or an activity log.

The Council also identified the following factors:

- i. there was no evidence that Mrs Ahmed attempted to meet her CPD or otherwise engaged positively with her CPD requirements; and
- ii. there is evidence that the reason that she failed to meet the CPD requirements was due to a lack of awareness rather than her circumstances.

Notice of Appeal

On 1 December 2025 the Council received a Notice of Appeal from Mrs Ahmed which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register and which was accompanied by CPD evidence.

In the NOA Mrs Ahmed explains that, when she was restored to the register in June 2023, she did not go back into dental nursing but worked as a dental receptionist. She returned to a dental nursing role on 5 September 2025. She had checked her online e-GDC account which showed 50 hours of verifiable CPD logged and completed for 2022-23 and zero hours outstanding. She states that this misled her into concluding that she had completed all her requirements for the cycle 2022-2027. Mrs Ahmed explains that, with the support of her colleagues, she now understands her CPD obligations and will fulfil them going forward.

On 2 December 2025 Mrs Ahmed’s CPD evidence was assessed by an Operations Officer. Mrs Ahmed was deemed to be non-compliant with her CPD requirements

on the basis that she had not completed at least 10 verifiable CPD hours for the period 1 August 2023 to 31 July 2025. She is outstanding 10 verifiable CPD hours for that period.

It was confirmed that, as of 2 December 2025, Mrs Ahmed had completed zero verifiable CPD hours between 1 August 2023 to 31 July 2025. It was noted that the Council was unable to accept the CPD certificates provided by Mrs Ahmed along with her NOA as they are dated after 31 July 2025 and so outside the 1 August 2023 to 31 July 2025 cycle.

On 12 December 2025 Mrs Ahmed's CPD evidence was reassessed for a second time by an Operations Officer. Mrs Ahmed was deemed to be non-compliant with her CPD requirements on the basis that she had not completed at least 10 verifiable CPD hours for the period 1 August 2023 to 31 July 2025. She is outstanding seven verifiable CPD hours for that period. It was noted that the Council was unable to accept some certificates that were supplied as they are outside the relevant cycle period. Other CPD evidence did not meet the Council's criteria for CPD as it did not contain aims, objectives and outcomes.

On 27 February 2026 Mrs Ahmed's CPD evidence was reassessed for a third time by an Operations Officer. Mrs Ahmed was deemed to be non-compliant with her CPD requirements on the basis that she had not completed at least 10 verifiable CPD hours for the period 1 August 2023 to 31 July 2025. She is outstanding two verifiable CPD hours for that period. It was noted again that the Council could not accept certain out-of-cycle certificates.

Submissions

11. In its written submissions, it is the Registrar's position that the Appellant is non-compliant with the CPD requirements because she has failed to provide a CPD record demonstrating that she has completed the minimum requirement for the period 1 August 2023 to 31 July 2025, in accordance with Rule 2.
12. It is submitted by the Registrar that the Appellant was reminded on numerous occasions of the need to complete her CPD hours and of the requirement to complete 10 verifiable CPD hours in each two-year period, as set out in detail above.
13. As of 27 February 2025, Mrs Ahmed is outstanding two verifiable CPD hours between 1 August 2023 and 31 July 2025, which breaches the requirement that dental care professionals must submit evidence that they have completed a minimum of 10 verifiable CPD hours over that period. As set out above, there is no power to waive these provision.
14. As set out above, there is no power to waive these provisions.
15. The Registrar acknowledges Mrs Ahmed's regret, her explanations and her intention to ensure compliance with CPD requirements in the future. Given the additional information in the NOA that was not available to the Registrar at the time of the Rule 8 notice, the Committee is invited to consider whether this alters the position, such that the Committee may consider exceptional circumstances exist in this case.
16. It is open to the Appellant to apply to restore her registration at any time following this appeal.

Committee's decision

17. The Committee had regard to the documentary evidence provided today and took account of the written submissions made on behalf of the GDC and those made by Mrs Ahmed in her Notice of Appeal. It heard and accepted the advice of the Legal Adviser.
18. The Committee first calculated the number of hours of CPD which Mrs Ahmed was required to undertake. The Committee was in agreement with the Registrar (and it is not in dispute on appeal) that Mrs Ahmed was required to complete at least 10 hours of verifiable CPD during her two-year CPD cycle. She is short of 2 verifiable hours. The Committee was of the view that despite her personal circumstances, it considered that she could have completed this CPD prior to the deadline of 31 July 2025. Mrs Ahmed has completed 8 verifiable CPD hours between 1 August 2023 and 31 July 2025.
19. The Committee was satisfied that Mrs Ahmed had not complied with this requirement.
20. The Committee has taken full account of the difficult personal circumstances Mrs Ahmed experienced. It noted the number of reminders that were sent by both email and text to Mrs Ahmed. The Committee determined that it was her responsibility to be familiar with the CPD requirements. Having carefully considered Mrs Ahmed's personal circumstances, the Committee did not consider these to amount to exceptional circumstances that would have prevented her from completing her CPD requirements in the statutory time frame. As of today, Mrs Ahmed had not completed 2 hours of verifiable CPD in the requisite period. The Committee is satisfied that Mrs Ahmed was non-compliant with her CPD requirements.
21. The Committee was satisfied that the GDC has complied with the 2017 Rules in dealing with Mrs Ahmed's CPD requirements including the serving of the statutory notices on her.
22. The Committee also balanced the interests of Mrs Ahmed against the wider public interest and to the public expectation that registered dental professionals will meet their statutory CPD requirements in order to remain on the Register. The Committee was satisfied that the decision was proportionate, and this appeal therefore fails.
23. Accordingly, the appeal is dismissed. The Committee wished to remind Mrs Ahmed that it is open to her to apply for the restoration of her name to the Register upon completion of the required number of CPD hours.
24. This will be confirmed to Mrs Ahmed in writing.
25. That concludes this determination.