

## ON PAPERS

### Registrations Appeal Hearing CPD Appeal Hearing

20 April 2026

**Name:** JACKSON, Kelly  
**Registration number:** 261951  
**Case number:** CAS-213872-X0Q3Q4

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**General Dental Council:** Ela Rexhaj, ILAS  
**Registrant:** Unrepresented

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**Outcome:** Appeal dismissed

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**Committee members:** Harpreet Ark (Chair, Dentist member)  
Clive Powell (Lay member)  
Jodie Mahoney (Dental Care Professional member)

**Legal adviser:** Jenny Appleton

**Committee Secretary:** Sara Page

At this hearing the Committee made a determination that includes some private information. That information shall be omitted from the restricted version of this determination and the document marked to show where private material is removed.

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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 Jackson 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 matters**

#### **Decision to conduct the appeal in the absence of Mrs Jackson 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 Jackson had made no such request.
4. Notification of this appeal was sent to Mrs Jackson by Recorded Delivery and secure email on 23 March 2026 in accordance with Rule 5 of the Registration Appeal Rules. Further documentation was sent to Mrs Jackson on 2 April 2026 inviting her to submit any further evidence for consideration by the RAC no later than 13 April 2026. The Committee noted that Mrs Jackson provided additional evidence on 8 April 2026 and Mrs Jackson has not requested an oral hearing.
5. The Committee was satisfied that it was appropriate to consider today's appeal in the absence of either party and on the papers.

#### **Application for the hearing to be held partly in private**

6. At the beginning of the hearing, the Committee considered an application made by the GDC in its written submissions under Rule 14(1) of the Appeal Rules that that this hearing be held partly in private for the protection of Mrs Jackson's private and family life, including any relevant third parties. The Committee heard and accepted the advice of the Legal Adviser in this regard.
7. The Committee bore in mind that, as a starting point, hearings should be conducted in public session. However, having regard to the information before it, the Committee was satisfied that should matters regarding Mrs Jackson's private and family life, including any relevant third parties, be referred to, her personal interests outweighed the public interest in this case and determined such matters be heard in private session.

8. The Committee will therefore create a public determination redacting any matters of a sensitive nature. Where any verbal reference is to be made on the record, such discussion will be marked as private, should a transcript be requested by a member of the public.

### **Decision and reasons on the appeal**

#### **Background**

9. 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.
10. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
11. 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.
12. Mrs Jackson appealed against the Registrar's decision that her CPD is non-compliant because she failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period 1 August 2023 – 31 July 2025.

#### **Summary**

13. The GDC's case in support of its decision was summarised as follows:
14. Mrs Jackson first registered with the General Dental Council ("the Council") as a dental nurse, on 18 January 2016. Therefore, in accordance with Rule 1 as set out above, Mrs Jackson's current CPD cycle began on 1 August 2021 and will end on 31 July 2026.
15. On 22 May 2025, the Council sent an email reminder to Mrs Jackson's registered email address. This reminder notified Mrs Jackson that her CPD year was coming to an end and reminded her that she was required to submit her CPD statement, detailing how many CPD hours she had completed during that year, by 28 August 2025. Mrs Jackson was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk.
16. On 10 June 2025, the Council sent Mrs Jackson an Annual Renewal Notice by post to her registered address. The Annual Renewal Notice is designed to remind registrants that their registration with the Council is due for renewal, of the need to pay their annual retention fee and make their indemnity declaration and of the need to make their CPD statement. Mrs Jackson was also reminded in the Annual Renewal Notice that she was required to submit her CPD statement by 28 August 2025. It was stated that Mrs Jackson would need to have completed at least ten hours of CPD over the last two years, unless she was in the first year of her first CPD cycle.
17. Between 12 June and 28 August 2025, the Council sent numerous reminders to Mrs Jackson regarding her CPD requirements.

Rule 6 notice

18. On 25 September 2025, the Council sent a notice under Rule 6 to Mrs Jackson by recorded delivery to her registered address. The notice stated that Mrs Jackson had not declared enough hours to meet the requirement of completing a minimum of ten hours of CPD over two consecutive years. It was noted that she had submitted an annual CPD statement of zero verifiable hours for the 2023-2024 CPD year and an CPD statement of zero verifiable hours for the 2024-2025 CPD year. The notice stated that if Mrs Jackson wished to retain her registration, she should submit her CPD record to the Registrar by 23 October 2025 in order to demonstrate that she had met the requirement.
19. On 8 October 2025, the Council received a phone call from Mrs Jackson. The notes detailed that Mrs Jackson stated that she had received the Rule 6 notice and that she did not have CPD for the required timeframe and that she would email her reasons to the CPD department. Mrs Jackson also wrote to the Council via email and stated that she had called the customer services team regarding her CPD, and she was asked to email in. She requested that the email was forwarded to the relevant department as the email address she was provided did not appear to work. Mrs Jackson confirmed that she had received the letter dated 25 September 2025 asking for her CPD for 1 August 2023 – 31 July 2025. She explained that she did not have this as she had left the profession with no intention of returning. However, she stated that she returned this year and asked the Council to advise her on what to do next regarding this matter.
20. On 9 October 2025, the Council responded to Mrs Jackson's email and explained the importance of CPD in protecting patients as well as safeguarding public confidence. The Council explained that whilst Mrs Jackson had been restored to the Register on 25 April 2025, the CPD cycles are continuous even whilst not registered for a period of less than 12 months. The Council confirmed that Mrs Jackson was restored to her 1 August 2021 – 31 July 2026 CPD cycle and so she was required to remain CPD compliant regarding her end of cycle as well as completing ten hours over two consecutive years. The Council directed Mrs Jackson to the Notice 6 that was issued and that she must send in the CPD evidence that she has completed so far by the deadline stated in the notice.
21. The correspondence further detailed that Mrs Jackson had logged zero verifiable hours in 2023-2024 and zero verifiable hours in 2024-2025 and reminded Mrs Jackson that if she has not completed any hours, to ensure that she provides the Council with her Activity Log and Personal Development Plan ("PDP") for the cycle years 1 August 2023 – 31 July 2025. The email also reminded Mrs Jackson that the deadline to submit her CPD record for assessment was 23 October 2025 and failure to do so may put her registration at risk.
22. The GDC Case Summary reported that on 22 October 2025, Mrs Jackson wrote to the Council via email and attached CPD certificates as well as her PDP.

Rule 8 notice

23. On 5 November 2025, the Council sent a Rule 8 notice to Mrs Jackson's registered address by recorded delivery. This notice confirmed that Mrs Jackson had failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period 1 August 2023 to 31 July 2025. It further detailed that Mrs Jackson has completed zero hours of verifiable of CPD between 1 August 2023 – 31 July 2024 and zero hours of verifiable CPD between 1 August 2024 – 31 July 2025.

24. Further, the Council noted it has not been provided with any evidence of exceptional personal circumstances which may have prevented Mrs Jackson from completing her CPD as required. As a result, the Registrar had made the decision to remove her name from the register for non-compliance with the Rules.
25. Mrs Jackson was notified that unless an appeal was submitted, the Registrar's decision would take effect on 5 December 2025.

#### Notice of Appeal

26. On 28 November 2025, the Council received a Notice of Appeal ("NOA") from Mrs Jackson which confirmed that she wished to appeal against the decision to remove her from the register and attached additional documentation in support of her appeal.
27. On 1 December 2025, Mrs Jackson's CPD evidence was assessed by an Operations Officer and she was deemed to be non-compliant with her CPD requirements on the basis that she had ten verifiable CPD hours outstanding for the period 1 August 2023 to 31 July 2025. It was noted that the certificates provided by Mrs Jackson in support of her appeal were for courses completed outside of the relevant period. It was confirmed that, as of 1 December 2025, Mrs Jackson had completed zero hours of verifiable CPD hours over two consecutive years for the years 2023-2025.

#### **Submissions**

28. In Mrs Jackson's NOA, she set out the following grounds of appeal:
  - Pressures at her workplace: Mrs Jackson detailed she left the profession in July 2023 with no intention to return. She then secured employment at [the Practice] and decided to join the Register again in June 2025 with the help of the Principal Dentist at the Practice. [PRIVATE]. Mrs Jackson explained she has tried her best to keep the practice going as she is the only nurse in a small practice.
  - Ongoing commitment to CPD and her profession: Mrs Jackson detailed that she tried to make up for the CPD not achieved to show her commitment. She detailed that she loves her job and the people she works with. She continued that taking her off the Register would cause her and the practice manager more distress than already incurred.
29. Mrs Jackson concluded that she did not provide an activity log because she supplied all her past verifiable CPD for this period so she thought this would count as an activity log. Mrs Jackson has now provided a hand written activity log for consideration.
30. In its written submissions, the GDC submitted that Mrs Jackson 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.
31. It is submitted by the GDC that Mrs Jackson was reminded on numerous occasions of the need to complete her CPD hours and of the requirement to complete ten verifiable CPD hours in each two-year period, as set out in detail above.

32. The GDC acknowledged and is sympathetic to the challenges Mrs Jackson experienced at her employment, but the Registrar submitted that prior to the Rule 8 notice, Mrs Jackson did not provide the Registrar with any supporting evidence regarding exceptional circumstances which the Registrar could have considered. Further, it is Mrs Jackson's responsibility to ensure that she meets her CPD requirements, as CPD compliance is a legal requirement of registration.
33. It is noted that Mrs Jackson came off the register on 2 August 2024 and was restored on 25 April 2025. As Mrs Jackson was off the register for less than 12 months, and the removal was not as a result of CPD non-compliance, Mrs Jackson was not required to submit evidence of CPD as part of her restoration application. Therefore, the GDC's position is that as Mrs Jackson's current CPD cycle runs until 31 July 2026, she is required to have complied with the CPD requirements for the period 1 August 2023 to 31 July 2025 i.e. to have completed ten verifiable CPD hours in each two-year period.
34. It is noted that Mrs Jackson completed CPD after the stipulated deadline, to demonstrate her commitment to her professional development. The Registrar submits that, any CPD completed outside of the relevant period (1 August 2023 – 31 July 2025) cannot be considered for the purpose of exercising the discretion to erase.
35. The Registrar notes that since the Rule 8 notice, Mrs Jackson has provided some additional context and evidence. Based on the new evidence, it remains a matter for the Committee as to whether exceptional circumstances exist in line with the Guidance.
36. As of 1 December 2025, Mrs Jackson had completed zero verifiable CPD hours between 1 August 2023 and 31 July 2025, which clearly breaches the requirement that dental care professional must submit evidence that they have completed a minimum of ten verifiable CPD hours in each two-year period.

#### **Committee's decision and reasons**

37. 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 Jackson. It heard and accepted the advice of the Legal Adviser who referred to the GDC document, '*Guidance on the Registrar's Discretion to Erase for CPD Non-Compliance (February 2024)*'.
38. The Committee noted that Mrs Jackson submitted zero hours of verifiable CPD hours for 1 August 2023 and 31 July 2024 and submitted zero hours of verifiable CPD hours for 1 August 2024 and 31 July 2025.
39. Mrs Jackson has submitted a number of certificates for CPD activity which has been deemed as non-compliant by the GDC due to it being conducted outside of the relevant cycle.
40. In considering Mrs Jackson's NOA, the Committee was sympathetic to her personal circumstances, [PRIVATE]. It took into account that her personal circumstances and employment issues occurred towards the end of the relevant two-year CPD cycle and that there was no evidence provided regarding any exceptional circumstances that would have prevented her from completing her CPD requirements prior to her coming off the Register in August 2024.

41. Having been off the Register for less than 12 months, Mrs Jackson is therefore still required to be compliant with the CPD for that cycle, as detailed in the numerous reminders sent to her between May and August 2025 specifying her CPD requirements.
42. In all the circumstances, the Committee concluded that Mrs Jackson has not complied with her CPD requirements and that whilst there is evidence of difficult circumstances during the relevant period, they were not considered to be exceptional as to prevent Mrs Jackson from complying with her CPD requirements over the two-year period from 1 August 2023 to 31 July 2025.
43. Accordingly, the appeal is dismissed. The Committee wished to remind Mrs Jackson 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.
44. Unless Mrs Jackson exercises her right of appeal to the County Court (if her address is in England or Wales) or the sheriff in whose sherrifdom their address is located (if based in Scotland), in accordance with paragraph 6 of Schedule 4A to the Act, the erasure decision will take effect upon the expiry of the 28-day appeal period. It will then be open to Mrs Jackson to apply for the restoration of her name if she meets the CPD and other requirements for restoration.
45. This will be confirmed to Mrs Jackson in writing.
46. That concludes this determination.