

ON PAPERS

Registration Appeals Committee (CPD Appeal)

24 March 2026

Name: JOHNSON , Isobel Grace

Registration number: 293238

Case number: CAS-213486-S2C1R7

General Dental Council: Sushuma Chandrasekhar, ILAS

Registrant: Unrepresented

Outcome: Appeal dismissed

Committee members: Val Evans (Chair, Lay member)
Katherine Barrett (DCP member)
Gulshana Choudhury (Dentist member)

Legal adviser: Claire Robinson

Committee Secretary: Sarah Crewe

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

1. This was an appeal hearing before the Registration Appeals Committee (RAC). The hearing was conducted remotely on Microsoft Teams.
2. The appeal was against the decision of the Registrar of the General Dental Council (the Council) to erase Miss Johnson from the Register for apparent non-compliance with the statutory Continuing Professional Development (CPD) requirements. The hearing was 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').
3. Neither party was present at today's hearing. The Committee first considered the issues of service and whether to proceed with the hearing on the papers in the absence of Miss Johnson and any representatives for either party. The Committee accepted the advice of the Legal Adviser on both of these matters.

Decision to conduct the appeal in the absence of Miss Johnson and on the papers

4. Notification of this appeal was sent to Miss Johnson by Recorded Delivery and secure email on 20 February 2026 in accordance with Rule 5 of the Registration Appeal Rules.
5. The Committee noted that conducting the appeal on the papers is the default position of the GDC unless an appellant requests an oral hearing. It took into account that the GDC's acknowledgement of Miss Johnson's appeal, dated 21 November 2025, informed Miss Johnson that she could request an oral hearing within 28 days of the date of the letter. Having considered the documents provided, the Committee was satisfied that Miss Johnson had made no such request.
6. The Committee noted that the bundle of documents and case summary that the Committee would be considering were sent to Miss Johnson by Recorded Delivery and secure email on 9 March 2026. The Committee did not receive the main bundle until 7 days before the hearing, however it considered that it had sufficient time to read and consider the papers in order to make a fully informed decision on this appeal.
7. In the circumstances, the Committee was satisfied that it was appropriate to consider today's appeal in the absence of either party and on the papers.

Private Hearing

8. At the beginning of the hearing, the Committee considered whether, under Rule 14(1) of the Appeal Rules, this appeal should be held in part in private since the matters under consideration include matters relating to Miss Johnson's private and family life.
9. The Committee bore in mind that, as a starting point, hearings should be conducted in public session. However, having accepted the advice of the Legal Adviser, the Committee decided that to protect Miss Johnson's private and family life a private and public determination will be produced if required.

Decision and reasons on the appeal

Background

10. 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.
11. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
12. 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.
13. Miss Johnson appealed against the Registrar's decision that she was non-compliant with her CPD requirements because she failed to provide an annual CPD statement for the CPD year 1 August 2024 to 31 July 2025, in accordance with Rule 4.

Summary

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

Miss Johnson first registered with the Council as a dental care professional, with the title dental nurse on 14 February 2021.

Miss Johnson's current CPD cycle began on 1 August 2021 and will end on 31 July 2026.

On 22 May 2025, the Council sent an email reminder to Miss Johnson's registered email address. This reminder notified Miss Johnson that her CPD year was coming to

an end and reminded her that she was required to submit her annual CPD statement, detailing how many verifiable CPD hours she had completed during that year by 28 August 2025. Miss Johnson 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 also sent Miss Johnson an Annual Renewal Notice letter 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, to pay their annual retention fee, to make their indemnity declaration, and to submit their annual CPD statement. Miss Johnson was also reminded in this notice that she was required to submit her annual CPD statement by 28 August 2025 otherwise her registration may be put at risk.

On 12 June 2025, the Council sent an email reminder to Miss Johnson's registered email address, requesting her to submit her annual CPD statement by 28 August 2025 otherwise her registration may be put at risk.

On 7 July 2025, the Council sent an email to Miss Johnson in which she was reminded that her Annual Renewal for 2025 was due on or before 31 July 2025. It was noted that the Council was yet to receive her annual retention fee and her indemnity declaration. Miss Johnson was reminded within this email of the need to complete her annual CPD statement by 28 August 2025 otherwise her registration may be put at risk.

On 18 July 2025 and 5 August 2025, the Council sent email reminders to Miss Johnson's registered email address. These reminders notified Miss Johnson that her CPD year was coming to an end and stated that she was required to submit her annual CPD statement by 28 August 2025. Miss Johnson was notified that if she failed to submit a compliant CPD statement by this date, her registration may be put at risk.

On each of 12, 21 and 28 August 2025, the Council sent an SMS reminder regarding the CPD statement to Miss Johnson's registered mobile number.

Rule 7 Notice

On 25 September 2025 the Council sent a Rule 7 notice to Miss Johnson's registered address by recorded delivery. This stated that Miss Johnson had failed to submit a CPD statement to the Council for the CPD year 1 August 2024 to 31 July 2025 by the deadline of 28 August 2025. Miss Johnson was informed that if she wished to retain her registration, she should submit her annual CPD statement by 23 October 2025. She was also informed that if the statement was not received by this date or the statement was incomplete, she may be erased from the dental care professionals register.

On 26 September 2025, a copy of the notice was also sent via email to Miss Johnson's registered email address in response to which the Council, on 29 November 2025, received an email of thanks from her.

On 30 September 2025, the Council emailed Miss Johnson. In that email the Council advised her that:

- a. she had logged six verifiable CPD hours in 2023-2024;*
- b. she had yet to make her statement for 2024-2025;*
- c. in order to be compliant with the requirement to complete a minimum of 10 verifiable CPD hours over two years, she would need to log at least four verifiable hours for 2024-2025; and*
- d. she should declare her CPD by 23 October 2025 otherwise her registration may be put at risk.*

Rule 8 Notice

On 5 November 2025, the Council sent a Rule 8 notice to Miss Johnson's registered address by recorded delivery. This confirmed that Miss Johnson had failed to submit her annual CPD statement for the period 1 August 2024 to 31 July 2025 by the deadline of 23 October 2025. As a result, the Registrar had made the decision to remove her name from the dental care professionals register for non-compliance with the Rules. Miss Johnson was notified that unless an appeal was submitted by 3 December 2025, the Registrar's decision would take effect on 5 December 2025.

On 6 November 2025 a copy of the notice was sent via email to Miss Johnson's registered email address.

On 9 November 2025 Miss Johnson emailed the Council to state that she had not received the Rule 8 notice as she had recently moved address and asked for advice about having an updated copy sent to her new address.

On 10 November 2025 the Council emailed Miss Johnson to state that it was not possible to reissue the Rule 8 notice, but a copy of the notice had been sent to her email address on 6 November 2025. She was advised she could update her address via her online GDC account or by contacting the Council. On that same date Miss Johnson telephoned the Council to discuss exceptional circumstances [PRIVATE]. Miss Johnson was advised to review the procedure for appeal within the Rule 8 notice.

Notice of Appeal

On 10 November 2025, the Council received a Notice of Appeal ("NOA") by email from Miss Johnson which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register.

In the NOA Miss Johnson states that over the past months she has had to take time away from work due to her personal circumstances. [PRIVATE].

Miss Johnson also states in the NOA that she moved address and did not receive important correspondence which she states was not intentional and for which she expresses regret.

Miss Johnson further states in the NOA that she is a committed dental professional and takes her responsibilities and the Council's standards seriously. She respectfully asks for her circumstances to be taken into consideration such that she may remain on the register. She also states she is prepared to complete any outstanding requirements immediately.

CPD Assessment

On 11 November 2025, Miss Johnson's CPD evidence was assessed by a Council Operations Officer.

Miss Johnson was deemed to be non-compliant with her CPD requirements as she had failed to submit an annual CPD statement for the CPD year 2024-2025 by the stipulated deadline of 28 August 2025 or by the further stipulated deadline of 23 October 2025 following the Rule 7 notice being sent. It was confirmed that, as of 11 November 2025, Miss Johnson's annual CPD statement was still outstanding.

Submissions

15. In its written submissions, the GDC submitted that it is the Registrar's position that Miss Johnson is non-compliant with her CPD requirements because she has failed to provide an annual CPD statement for the CPD year 1 August 2024 to 31 July 2025, in accordance with Rule 4.
16. It is submitted by the Registrar that Miss Johnson was reminded on numerous occasions of the need to submit her annual CPD statement.
17. As of 11 November 2025, Miss Johnson did not submit an annual CPD statement for the CPD year 1 August 2024 to 31 July 2025, which clearly breaches the requirement, under Rule 4, that dental care professionals must submit an annual CPD statement to the Council.
18. The Council cannot consider CPD completed outside of the CPD year as set out in Rule 2. It is the Registrar's position that all registrants ought to be aware of the requirements for continued registration which includes ongoing compliance with the CPD requirements. The purpose of the CPD requirements is to ensure that registrants are, at all times, appropriately educated and trained to provide safe care

to the public. Compliance with CPD is mandatory for all dental professionals and is a requirement for their continued registration.

19. In her NOA, Miss Johnson explains her personal situation. The Registrar refers to the Council's Guidance on the Registrar's Discretion to Erase for CPD Non-Compliance, May 2025. The Registrar acknowledges Miss Johnson's regret and her explanations and expresses sympathy for her personal circumstances. 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.

Committee's decision

20. The Committee had regard to the documentary evidence provided and took account of the written submissions made on behalf of the GDC and those made by Miss Johnson in her NOA. It heard and accepted the advice of the Legal Adviser.
21. Having carefully considered the information before it, the Committee was satisfied that Miss Johnson failed to provide an annual CPD statement for the CPD year 1 August 2024 to 31 July 2025.
22. In its consideration of Miss Johnson's circumstances, the Committee noted that there was no evidence to suggest that there were any exceptional circumstances which would have prevented Miss Johnson from complying with the requirements for her registration. The Committee was not satisfied that the reason given by Miss Johnson was sufficient to be deemed exceptional circumstances that would prevent Miss Johnson from submitting her annual CPD statement. The personal circumstances outlined by Miss Johnson are vague and there is no documentary evidence to support her assertions.
23. Accordingly, the appeal is dismissed. The Committee wished to remind Miss Johnson 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. Unless Miss Johnson exercises her right of appeal to the County Court (if their 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 Miss Johnson to apply for the restoration of her name if she meets the CPD and other requirements for restoration.
25. This will be confirmed to Miss Johnson in writing.
26. That concludes this determination.

