

## ON PAPERS

### Registrations Appeal Hearing CPD Appeal Hearing

30 March 2026

**Name:** THOMSON DURRAND, Stephanie Ann

**Registration number:** 216404

**Case number:** CAS-213742-D3Y0S8

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**General Dental Council:** Noranne Griffith, ILAS

**Registrant:** Unrepresented

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**Outcome:** Appeal accepted

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**Committee members:** Anthony Mole (Chair and Lay)  
Rebecca Northover (Dentist)  
Joshua Kelly (Dental Care Professional)

**Legal adviser:** Trevor Jones

**Committee Secretary:** Kate Anderson

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At this meeting 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 meeting before the Registration Appeals Committee (RAC). The hearing was conducted remotely via Microsoft Teams
2. The appeal was against the decision of the Registrar of the General Dental Council (GDC) to erase Miss Thomson Durrand 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').
3. 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 Miss Thomson Durrand and on the papers**

4. Notification of this appeal was sent to Miss Thomson Durrand by Recorded Delivery and secure email on 25 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 Thomson Durrand's appeal, dated 27 November 2025, informed Miss Thomson Durrand 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 Thomson Durrand 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 Thomson Durrand by Recorded Delivery and secure email on 25 February 2026.
7. The Committee was satisfied that it was appropriate to consider today's appeal in the absence of the parties and on the papers.

### **Private Hearing**

8. The Committee noted from the documentation provided by Miss Thomson Durrand for her appeal that she makes reference to events in her/his private and family life. Having accepted the advice of the Legal Adviser, the Committee decided that the meeting should be part-held in private to protect Miss Thomson Durrand's private and family life. A private and public determination will also be produced.

### **Summary of the Legal Framework**

9. Section 36Z1 of The Dentists Act 1984 (as amended) (“the Act”) sets out the requirements for dental care professionals’ training and development as follows:

*“(1) In relation to each profession, or class of members of a profession, specified in regulations under section 36A(2), rules shall require registered dental care professionals to undertake such professional training and development as may be specified in the rules.*

*(2) Where a person is registered in the dental care professionals register under a title applying to a particular profession, or class of members of a profession, and it appears to the registrar that the person has failed to comply with the requirements of rules under subsection (1) relating to that profession or class, the registrar may erase that person's name from registration in that register under that title.*

*(3) Where, under subsection (2), a person's name has been erased from registration under a particular title, that name shall be restored to the dental care professionals register under that title on that person's application if he satisfies the registrar—*

*(a) of Matter D within the meaning of section 36C1; and*

*(b) that he meets the requirements of—*

*(i) section 36L2, and*

*(ii) any rules made under section 36Z2 which apply to his case.*

*(4) Rules shall specify the procedures to be followed before the registrar—*

*(a) may, under subsection (2), erase a person's name from registration in the dental care professionals register under a title; or*

*(b) may, under subsection (3), make a decision whether or not to restore a person's name to that register under a title.”*

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. Rule 2(1) of the CPD Rules sets out the minimum number of hours of CPD a practitioner must complete within their CPD cycle.
14. Rule 2(5)(b) of the CPD Rules requires dental care professionals to undertake at least 10 hours of CPD during each period of two consecutive CPD years (including any such two-year period which spans over more than one CPD cycle).
15. Rule 3 provides the requirement that all registrants must maintain a written record of all CPD that the practitioner plans to undertake and has undertaken during the CPD cycle. Rule 3 also sets out what the written record must include.
16. Rule 4 of the CPD Rules states that for each CPD year, a practitioner must submit to the Registrar a statement which confirms the number of hours of CPD undertaken during that corresponding year or, if the practitioner has not undertaken any CPD in that CPD year, confirmation that no CPD has been undertaken. The practitioner must also confirm in this statement that they have kept a CPD record, that the CPD undertaken (where applicable) was relevant to the practitioner's field of practice and declare the information in their statement is full and accurate. This statement must be completed within 28 days of the end of that CPD year. Rule 4 also provides that in the final CPD year of the cycle, the annual CPD statement must also include the total number of hours of CPD undertaken by the practitioner during the CPD cycle.
17. Pursuant to Rule 5, the Registrar may send the practitioner a notice, at any time during the CPD cycle, requiring them to submit their CPD record or any documents or information the Registrar considers relevant for the assessment of the practitioner's compliance with the requirements of these rules.
18. Rules 6 and 7 prescribe various notification requirements under which the Registrar may require a practitioner to, among other things, submit their CPD record and/or provide evidence of their compliance with the CPD requirement.
19. Rule 8 provides that the Registrar "*may erase the practitioner's name*" in circumstances where the practitioner has either failed to comply with a notice sent under Rule 6 or 7, or where the Registrar is not satisfied from the response provided by the practitioner that they have met the CPD requirement and/or other related obligations under the relevant Rules.
20. In accordance with Rule 9 is open to the practitioner who has not complied with the CPD requirement as set out in Rule 2 in respect of a CPD cycle, to apply in writing to the Registrar for a further period in which to complete the outstanding CPD in respect of that cycle (a "period of grace"). They must do so before the end of the CPD cycle but no sooner than six months before the end of the cycle. If the Registrar is satisfied that there is good reason to do so, the Registrar may grant a single period of grace ending 56 days after the end of the CPD cycle.

21. Following erasure from the register for non-compliance with CPD, a dental care professional can apply to be restored to the register if they meet the conditions set out in Rules 10 and 11.

### **Summary of the factual background**

22. Miss Thomson Durrand first registered with the General Dental Council (“the Council”) as a dental care professional, with the title dental nurse, on 18 October 2011. Therefore, in accordance with Rule 1 as set out above, Miss Thomson Durrand’s current CPD cycle began on 1 August 2022 and will end on 31 July 2027.
23. On 22 May 2025, the Council sent an email reminder to Miss Thomson Durrand’s registered email address. This reminder notified Miss Thomson Durrand 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. Miss Thomson Durrand was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk.
24. On 10 June 2025, the Council also sent Miss Thomson Durrand an Annual Renewal Notice letter by post to her registered address. A copy of the Annual Renewal Notice was provided to the Committee. 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 to make their indemnity declaration in addition, of the need, to make submit their CPD statement. Miss Thomson Durrand was also reminded in this notice that she was required to submit her CPD statement by 28 August 2025. It was stated that Miss Thomson Durrand would need to have completed at least 10 hours of CPD over the last two years.
25. On 12 June 2025, the Council sent an email reminder to Miss Thomson Durrand’s registered email address. The reminder notified Miss Thomson Durrand that her 2024-2025 CPD year was coming to an end. She was prompted of the requirement to submit her CPD statement by 28 August 2025. Miss Thomson Durrand was notified that if she failed to submit a compliant CPD statement by this date, her registration may be put at risk
26. On 7 July 2025, the Council sent an email to Miss Thomson Durrand in which she was reminded that her Annual Renewal for 2024/2025 was due on or before 31 July 2025. It was noted that, the Council was yet to receive her Annual Retention Fee and indemnity declaration. Miss Thomson Durrand was reminded within this email of the need to complete her CPD statement.

27. On 18 July 2025 and 5 August 2025, the Council sent further email reminders to Miss Thomson Durrand's registered email address. These reminders notified Miss Thomson Durrand that her CPD year was coming to an end. Both reminders stated that she was required to submit her CPD statement by 28 August 2025. Miss Thomson Durrand was notified that if she failed to submit a compliant CPD statement by this date, her registration may be put at risk.
28. Between 12 August 2025 and 28 August 2025, the Council sent three SMS reminders regarding the submission of her CPD statement to Miss Thomson Durrand's registered mobile number.
29. On 28 August 2025, Miss Thomson Durrand submitted an annual CPD statement for the 2024-2025 CPD year, declaring that she had completed zero verifiable CPD hours. A screenshot confirming the details of the declaration made by Miss Thomson Durrand has been provided to the Committee.

#### Notice 6

30. On 25 September 2025, the Council sent a notice under Rule 6 to Miss Thomson Durrand by recorded delivery to her registered address at that time (3 Mauchline Wynd, Glasgow, G73 4BP). The notice stated that, although Miss Thomson Durrand 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 CPD over two consecutive years. It was noted that she had submitted an annual CPD statement of four 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 Miss Thomson Durrand 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.
31. Miss Thomson Durrand was informed that if the Council did not receive a response to the notice or if her response was unsatisfactory, she may be erased from the dental care professionals register. Additionally, Miss Thomson Durrand was informed that if there were any reasons, or exceptional circumstances, that meant that she had been unable to submit a compliant statement this year, she should inform the Council, so that her circumstances could be taken into consideration when deciding whether to take any further action. Miss Thomson Durrand was given details of what documentary evidence was required and the contact details of who to contact should she require further explanation.
32. Confirmation that the notice was sent by recorded delivery was provided to the Committee in the Appeal Bundle.

33. On 26 September 2025, a copy of the notice was also sent via email to Miss Thomson Durrand's registered email address.
34. On 22 October 2025, the Council received an email from Miss Thomson Durrand in which she apologised for the delay in considering the Council's correspondence. Miss Thomson Durrand requested a short extension to submit her CPD evidence. [PRIVATE]. She did not receive the posted Rule 6 correspondence. It is highlighted that Miss Thomson Durrand did not indicate that her personal situation amounted to exceptional circumstances.
35. On 23 October 2025, the Council emailed Miss Thomson Durrand and confirmed that she had until midnight on 23 October 2025 to submit her CPD record, Activity log and Personal Development Plan. Miss Thomson Durrand was reminded that failure to provide her CPD evidence may put her registration at risk.
36. On 23 October 2025, Miss Thomson Durrand emailed the Council her CPD evidence for the CPD years of 2024-2025.
37. On 24 October 2025, the Council sent an email to Miss Thomson Durrand acknowledging receipt of her CPD record for assessment.

#### Notice 8

38. On 05 November 2025, the Council sent a Rule 8 notice to Miss Thomson Durrand's registered address by recorded delivery. This notice confirmed that Miss Thomson Durrand 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 and that 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 Thomson Durrand was informed that the evidence she had provided demonstrated that she had completed nine hours of verifiable CPD between 1 August 2023 – 31 July 2024 and 0 hours of verifiable CPD between 1 August 2024 – 31 July 2025. This was not enough to meet her CPD requirements to complete a minimum of 10 hours of verifiable CPD for every two consecutive CPD year period. Additionally, she had failed to provide a CPD Activity Log. Miss Thomson Durrand was notified that unless an appeal was submitted, the Registrar's decision would take effect on 5 December 2025. Confirmation that the notice was sent by recorded delivery was provided to the Committee.
39. On 6 November 2025, a copy of the notice was sent via email to Miss Thomson Durrand's registered email address.

40. On 6 November 2025, the Rule 6 Notice, which had been sent to Miss Thomson Durrand's registered address known to the Council at the time, was returned undelivered and sent back to the Council.
41. On 6 November 2025, the Council sent an email to Miss Thomson Durrand explaining that correspondence sent to her registered address had been returned as undelivered asked her to check her contact details and how to update them, if needed.
42. Confirmation that the Rule 8 notice, sent on 5 November 2025 to Miss Thomson Durrand's registered address, was delivered on 8 November 2025 was provided to the Committee. The Royal Mail Tracking system confirms that this letter was signed by 'DURRAND'.

### **The Appeal**

43. On 24 November 2025, the Council received a Notice of Appeal ('NOA') via email from Miss Thomson Durrand which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register.
44. Miss Thomson Durrand stated that she wished to provide a more detailed explanation as to the reason for her one-hour shortfall. [PRIVATE.]
45. Miss Thomson Durrand highlighted that she has been a registered GDC professional for 11 years and asserted that she takes her responsibilities and professional standards seriously. However, this was an extremely stressful period in her life and whilst trying to navigate her personal circumstances she miscalculated her CPD hours.
46. On 25 November 2025, Miss Thomson Durrand's CPD evidence was assessed by an Operations Officer. Miss Thomson Durrand was deemed to be non-compliant with her CPD requirements on the basis that:
- a. She is outstanding one verifiable CPD hour; and
  - b. She has failed to provide an activity log.
47. It was confirmed that, as of 25 November 2025, Miss Thomson Durrand had completed nine verifiable CPD hours between 1 August 2023 to 31 July 2025.

### **Submissions**

48. In the GDC's written submissions, the Registrar's position was set out as follows:

*It is the Registrar's position that Miss Thomson Durrand 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.*

*It is submitted by the Registrar that Miss Thomson Durrand 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.*

*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 requirement is to ensure that GDC 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.*

*The Council acknowledges Miss Thomson Durrand's personal circumstances and is sympathetic to all that she has experienced. Whilst the Registrar is afforded a discretion not to erase a registrant, if it appears to the Registrar that there are exceptional circumstances, the registrant did not raise any exceptional circumstances upon receipt of the Notice 6 correspondence.*

*As of 25 November 2025, Miss Thomson Durrand had completed nine verifiable CPD hours between 1 August 2023 and 31 July 2025, which clearly breaches the requirement that dental care professionals submit evidence that they have completed a minimum of 10 verifiable CPD hours in each two-year period, even across two CPD cycles.*

*As set out above, there is no power to waive these provisions.*

*It is open to Miss Thomson Durrand to apply to restore her registration at any time following this appeal.'*

### **Committee's decision and reasons on the appeal**

49. 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 Miss Thomson Durrand in her Notice of Appeal. It heard and accepted the advice of the Legal Adviser. The Committee also took note of the GDC's *Guidance on the Registrar's Discretion to Erase for CPD Non-Compliance* (version 2, as updated May 2025).
50. The Committee first calculated the number of hours of CPD which Miss Thomson Durrand was required to undertake. Miss Thomson Durrand was required to complete at least 10 hours of verifiable CPD during her two-year CPD cycle within the period 1 August 2023 to 31 July 2025.
51. Having carefully reviewed the CPD records which Miss Thomson Durrand submitted, the Committee determined that she demonstrates having completed 9 verifiable

hours of CPD within the period of 1 August 2023 to 31 July 2025. This was consistent with the Registrar's assessment that Miss Thomson Durrand was 1 hour short in the relevant period. The Committee also considered that Miss Thomson Durrand had not completed her activity log. Therefore, the Committee determined that Miss Thomson Durrand is not compliant with her statutory obligations under the CPD Rules.

52. The Committee was satisfied that the GDC has complied with the 2017 Rules in dealing with Miss Thomson Durrand's CPD requirements including the serving of the statutory notices on her that the correct procedure leading to the Registrar's erasure decision had been followed. The remaining consideration for the Committee was therefore whether the Registrar's decision to erase should be allowed to stand.
53. The Committee also balanced the interests of Miss Thomson Durrand 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 recognised that the CPD requirement is a mandatory statutory requirement which applies to all registered dental professionals to ensure patient safety and in maintaining wider public confidence in the profession so as to meet the overarching objective of the GDC under Section 1 of the Act. The Committee noted the personal circumstances Miss Thomson Durrand outlined in her appeal, [PRIVATE]. It considered that Miss Thomson Durrand did not inform the GDC of her full personal circumstances until after the Registrar's decision had been made and it bore in mind that it is likely that the Registrar would have taken these matters in full into consideration before sending the rule 8 notification. The Committee noted that it had no evidence of Miss Thomson Durrand's circumstances, but in assessing all of the information before it, the Committee did not find any reference as to the GDC challenging her account or asking for further evidence. The Committee also took into consideration there was a shortfall of only one hour. [PRIVATE]. The Committee was therefore satisfied that there sufficient and satisfactory reasons for Miss Thomson Durrand having not complied with her CPD requirements.
54. Therefore, having regard to all the circumstances, the Committee determined that there were sufficient grounds on which this appeal should be allowed. Miss Thomson Durrand had failed to demonstrate that she was compliant with her obligations under the CPD Rules but her personal circumstances were sufficient and satisfactory reasons for non-completion.
55. Therefore, having regard to all the circumstances, the Committee determined to allow the appeal and quash the decision of the registrar to erase Miss Thomson Durrand from the dental care professionals' register.
56. This will be confirmed to Miss Thomson Durrand in writing.
57. That concludes this determination.

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