

## ON PAPERS

### Registration Appeals Committee (CPD Appeal)

25 March 2026

**Name:** CATTERALL, Lauren

**Registration number:** 294220

**Case number:** CAS-213507-W7K4C9

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**General Dental Council:** Sushuma Chandrasekhar, ILAS

**Registrant:** Unrepresented

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**Outcome:** Appeal dismissed

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

**Legal adviser:** Claire Robinson

**Committee Secretary:** Sarah Crewe

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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 Catterall 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 Catterall 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 Catterall and on the papers**

4. Notification of this appeal was sent to Miss Catterall by Recorded Delivery and secure email on 9 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 Catterall's appeal, dated 17 November 2025, informed Miss Catterall 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 Catterall 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 Catterall by Recorded Delivery and secure email on 9 February 2026. The Committee did not receive the main bundle until the week of 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.

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

#### **Background**

8. 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.

9. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
10. 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.
11. Miss Catterall 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 required minimum CPD requirement for the period 1 August 2023 to 31 July 2025.

### **Summary**

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

*Miss Catterall first registered with the Council as a dental care professional, with the title dental nurse, on 11 April 2021. Miss Catterall'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 Catterall's registered email address. This reminder, which appears at pages 12-13, notified Miss Catterall that her CPD cycle 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 Catterall 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 Catterall 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, of the need to pay their annual retention fee, to make their indemnity declaration and, of the need to submit their CPD statement. Miss Catterall was also reminded in this notice that she was required to submit her CPD statement by 28 August 2025. It was stated that Miss Catterall would need to have completed at least 10 hours of CPD over the last two years.*

*On 12 June 2025, the Council sent an email reminder to Miss Catterall's registered email address. This reminder notified Miss Catterall that her CPD cycle 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 Catterall 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, the Council sent an email to Miss Catterall in which she was reminded that her Annual Renewal for 2025/2026 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 Catterall was reminded within this email of the need to complete her CPD statement.*

*On 18 July 2025 and 5 August 2025, the Council sent further email reminders to Miss Catterall's registered email address. These reminders notified Miss Catterall 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 Catterall was notified that if she failed to submit a compliant CPD statement by this date, her registration may be put at risk.*

*Between 12 August 2025 and 28 August 2025, the Council sent three SMS reminders regarding the submission of her CPD statement to Miss Catterall's registered mobile number.*

#### *Rule 6 Notice*

*On 25 September 2025, the Council sent a notice under Rule 6 to Miss Catterall, by recorded delivery, to her registered address. The notice stated that, although Miss Catterall 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 four verifiable hours for the 2024-2025 CPD year.*

*The notice stated that if Miss Catterall 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. Miss Catterall 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. Miss Catterall was given details of what documentary evidence was required and the contact details of who to contact should she require further explanation.*

*On 26 September 2025, a copy of the notice was also sent via email to Miss Catterall's registered email address.*

### *Rule 8 Notice*

*On 5 November 2025, the Council sent a Rule 8 notice to Miss Catterall's registered address by recorded delivery. This notice confirmed that Miss Catterall 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 Catterall was notified that unless an appeal was submitted, 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 Catterall's registered email address.*

### *Notice of Appeal*

*On 11 November 2025, the Council received a Notice of Appeal ("NOA") via email from Miss Catterall which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register.*

*Miss Catterall apologised sincerely for not completing the required number of verifiable CPD hours and her oversight; she believed she had met the requirements and recorded everything appropriately. Miss Catterall set out that she wished to provide clarification and evidence of the CPD she had undertaken over the five-year cycle and she had gathered supporting documentation to ensure the record she provided is accurate.*

*In her NOA Miss Catterall explained that in September 2025 she had commenced the Radiology course for Dental Nurses which would contribute to her verifiable CPD hours. Additionally, Miss Catterall stated she works full time in practice and regularly attends lunch and learn sessions and in-practice training provided by her employer. Miss Catterall stated that she was in the process of compiling her complete CPD records. She states that she understands the importance of complying with CPD requirements and is committed to maintaining her learning and professional standards.*

*Along with the NOA were attached supporting evidence. This consisted of an activity log, a personal development plan and CPD certificates.*

*On 21 November 2025, Miss Catterall emailed the Council attaching evidence in support of her appeal. This consisted of CPD certificates.*

### *CPD Assessment*

*On 21 November 2025 Miss Catterall's CPD evidence was assessed by a Senior Operations Officer. Miss Catterall was deemed to be non-compliant with her CPD requirements on the basis that she had six verifiable CPD hours outstanding for the period 1 August 2023 to 31 July 2025. The requirement is for 10 verifiable hours of CPD over this time period. It was noted that the CPD certificates provided by Miss Catterall in support of her appeal were for courses completed outside of the relevant period or did not count as verifiable CPD. It was confirmed that, as of 21 November 2025, Miss Catterall had completed four verifiable CPD hours between 1 August 2023 to 31 July 2025.*

### **Submissions**

13. It is the Registrar's position that Miss Catterall 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.
14. It is submitted by the Registrar that Miss Catterall 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.
15. 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.
16. The GDC submitted that CPD completed outside of the CPD year cannot be considered as set out in Rule 2 of the 2017 Rules.
17. As of 21 November 2025, Miss Catterall had completed four verifiable CPD hours between 1 August 2023 to 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.

### **Committee's decision**

18. 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 Catterall in her NOA. It heard and accepted the advice of the Legal Adviser.
19. Having carefully considered the information before it, the Committee concluded that Miss Catterall did not complete her required CPD hours for the period 1 August 2023

– 31 July 2025. It did not take account of the CPD undertaken outside of this timeframe as being relevant to the appeal.

20. In its consideration of Miss Catterall's circumstances, the Committee concluded that oversight is not an exceptional circumstance and it is the responsibility of a registrant to ensure that they meet all of the criteria for registration.
21. Accordingly, the appeal is dismissed. The Committee wished to remind Miss Catterall 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.
22. Unless Miss Catterall 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 Catterall to apply for the restoration of her name if she meets the CPD and other requirements for restoration.
23. This will be confirmed to Miss Catterall in writing.
24. That concludes this determination.