



This is to certify that

# Norman Shiels

**GDC Number: 61087**

Participated in 2.5 hours verifiable  
Continuing Professional Development held on

**Wednesday 16th November 2016**

at The Royal college of Physicians and Surgeons  
232-242 St Vincent Street  
Glasgow G2 5RJ

The learning criteria under the General Dental Council  
Lifelong Learning Scheme were met for:

## **WHAT'S NEW AT THE GDC** **COMPLAINTS HANDLING AND RECORD KEEPING**

### **Aims & Objectives**

- To provide an overview of recent changes at the GDC, and educate on complaints handling and avoidance.

### **Specified Learning Outcomes**

- Update delegates on recent GDC changes.
- Update on effective complaints handling.
- To provide GDPs with an understanding of the ethics and human factors which impact decision making.

*Helen Kelly*

*Jacqui Frederick*

*Liaison Officers GG&C L.D.C.*

*16<sup>th</sup> November 2016*