



This is to certify that

Graham Swan

GDC Number: 60447

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.

16th November 2016