



Mr Howard Lamb
The Surgery
48 Marsh Road
Pinner
Middlesex
HA5 5NQ

27 January 2017

Dear Mr Lamb

I refer to our email to you of 19 January 2017 following your letter to me of 17 January 2017 in which you raised a number of matters.

I can confirm that you are fully registered for 2017. Assuming of course that you comply with the processes for retention of your registration and continuing professional development, and that no professional conduct/fitness to practise concern arises that leads to your registration being restricted, I can see no reason why you would not remain fully registered throughout the year.

I have now had an opportunity to read the correspondence between yourself, the former Chief Executive and Registrar (David Howell), the Registrations Manager (Jamie Button) and the Acting Chair of Council (Roger Dunshea), including all the correspondence posted on the www.justiceforautism.co.uk website.

Your letter to me alleged that there has been a cover-up between the GCC, the BCA and Hertfordshire County Council over child abuse and breaches of rules, regulations and laws. I have seen no evidence of any cover-up involving the GCC. As the GCC has no remit with regard to the actions of the BCA or Hertfordshire County Council, it would not be appropriate for me to comment in relation to those organisations.

You also asked me to confirm that I have seen your letters of complaint to Mr Howell, Mr Dunshea and Mr Button, and requested confirmation as to the action I intend to take with regard to those matters. I can confirm, as stated above, that I have now read all the relevant correspondence.

In terms of my actions, the first step I would like to take is to ensure that I have correctly identified all aspects of your complaints (other than those which solely concerned the staff decision-making around your CPD submission, as that decision was later successfully appealed) and that I have correctly understood who each complaint is about.

I would therefore be grateful if you could review the table below and complete the third column (by hand if that would be easier for you than typing in your comments) to confirm whether or not my summary description of the nature of the complaint and the subject of the complaint is correct. If any of my descriptions are inaccurate/incomplete, I should be grateful if you could provide some explanation or additional detail within that third column of the table. I have aimed to include within the table not only the matters that you have raised as 'official' complaints, but also any other concerns that the correspondence shows you have raised about GCC staff/processes. You will see that I have included within the table references to the correspondence we have received from you that I believe may be relevant

– should you consider that I have omitted a significant piece of correspondence in relation to any particular issue, it would be very helpful if you could note that in the third column of the table.

I hope that reviewing the summary table and adding any comments to it will not be an onerous task for you. Having confirmation from you that I have analysed the key issues of your complaint accurately before I consider the next steps the GCC should take would be of considerable assistance to me.

I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Hayles', with a small flourish at the end.

Rosalyn Hayles
Chief Executive & Registrar, GCC

SUMMARY OF NATURE OF COMPLAINTS MADE BY HOWARD LAMB

Nature of complaint	Subject(s) of the complaint	Correct or Incorrect/Incomplete (please add details)	Key correspondence from Dr Lamb to the GCC
Failure of mandatory obligation to report child abuse to the Director of Public Prosecutions	GCC/Chief Executive & Registrar		4 December 2015; 23 May 2016; 6 June 2016; 4 August 2016; 9 November 2016
Failure of statutory duty to advance and develop the profession, in particular chiropractors' rights to diagnose and refer	GCC/Chief Executive & Registrar		23 June 2014; 4 December 2015; 20 January 2016; 3 May 2016; 20 May 2016; 27 May 2016; 6 June 2016; 29 July 2016; 3 August 2016
Failure to protect chiropractors from scandalous allegations	GCC		23 June 2014
Failure to comply with complaints process in terms of timescale	Chief Executive & Registrar Acting Chair of the GCC Council		17 June 2016; 4 August 2016; 3 October 2016; 9 November 2016
Failure to comply with GCC's complaints process, in that the complaints officer has not contacted Dr Lamb	Chief Executive & Registrar		29 July 2016; 2 August 2016;

SUMMARY OF NATURE OF COMPLAINTS MADE BY HOWARD LAMB

Failure to deal with complaints made under the complaints process/otherwise comply with the process and/or provide relevant information about it	Chief Executive & Registrar Acting Chair of the GCC Council		12 July 2016; 4 August 2016; 22 August 2016; 3 October 2016; 4 October 2016; 9 November 2016; 9 December 2016
Lack of independent complaints/appeals process	GCC		20 January 2016; 29 July 2016
Failure to respond to request for information about relevant person to contact at Privy Council	GCC/Chief Executive & Registrar		29 July 2016; 3 August 2016; 9 November 2016
Failure to supply documents within a reasonable timeframe			20 May 2016; 29 July 2016; 2 August 2016; 3 August 2016
Decisions on chiropractic matters (CPD) made by staff without appropriate qualifications. Formal complaint about the Chief Executive & Registrar's handling of the CPD submission	GCC/Chief Executive & Registrar		20 January 2016; 27 May 2016; 10 June 2016; 14 October 2016; 9 November 2016
Potential criminal negligence for failing to fulfil the GCC's statutory role in respect of:	GCC/Chief Executive & Registrar		4 December 2015; 20 January 2016; 20 May 2016; 23 May 2016; 17

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<ul style="list-style-type: none"> • Duty of care; • Supporting chiropractors' right to diagnose • Mandatory obligations relating to child abuse and fraud • Freedom of Information • Transparency Act • Disabilities Act • Failure to advance the profession 			<p>June 2016; 29 July 2016; 3 August 2016; 4 August 2016;</p>
<p>Incompetence/misconduct in failing to notify the Chief Executive & Registrar of their mandatory obligations, or informing them and then deciding jointly not to act</p>	<p>Registrations Manager</p>		<p>6 June 2016</p>
<p>Misconduct in ignoring mandatory obligations once notified of them/jointly deciding not to act</p>	<p>Chief Executive & Registrar</p>		<p>6 June 2016</p>
<p>Misconduct in terms of covering up wrongdoing within the GCC</p>	<p>Chief Executive & Registrar Acting Chair of Council</p>		<p>9 November 2016</p>