



General
Chiropractic
Council

Fitness to Practise Annual Report 2025



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Introduction

This report published annually sets out information relating to the various stages in the fitness to practise process, the volume and type of complaints received and our performance in managing those complaints.

About Fitness to Practise (FtP)

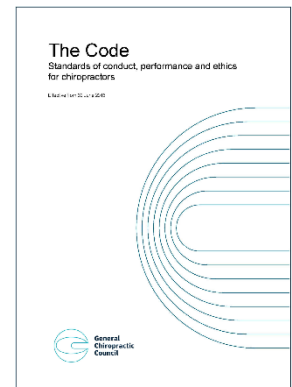
The Code

The Code represents the benchmark of conduct and practice against which chiropractors are measured.

The Code became effective from 30 June 2016 replacing the Code of Practice and Standard of Proficiency (2010).

The Code is arranged around eight principles that require chiropractors to:

- Put the health interests of patients first
- Act with honesty and integrity and maintain the highest standards of professional and personal conduct
- Provide a good standard of clinical care and practice
- Establish and maintain a clear professional relationship with patients
- Obtain informed consent for all aspects of patient care
- Communicate properly and effectively with patients, colleagues and other healthcare professionals
- Maintain, develop and work within professional knowledge and skills
- Maintain and protect patient information



Investigating complaints

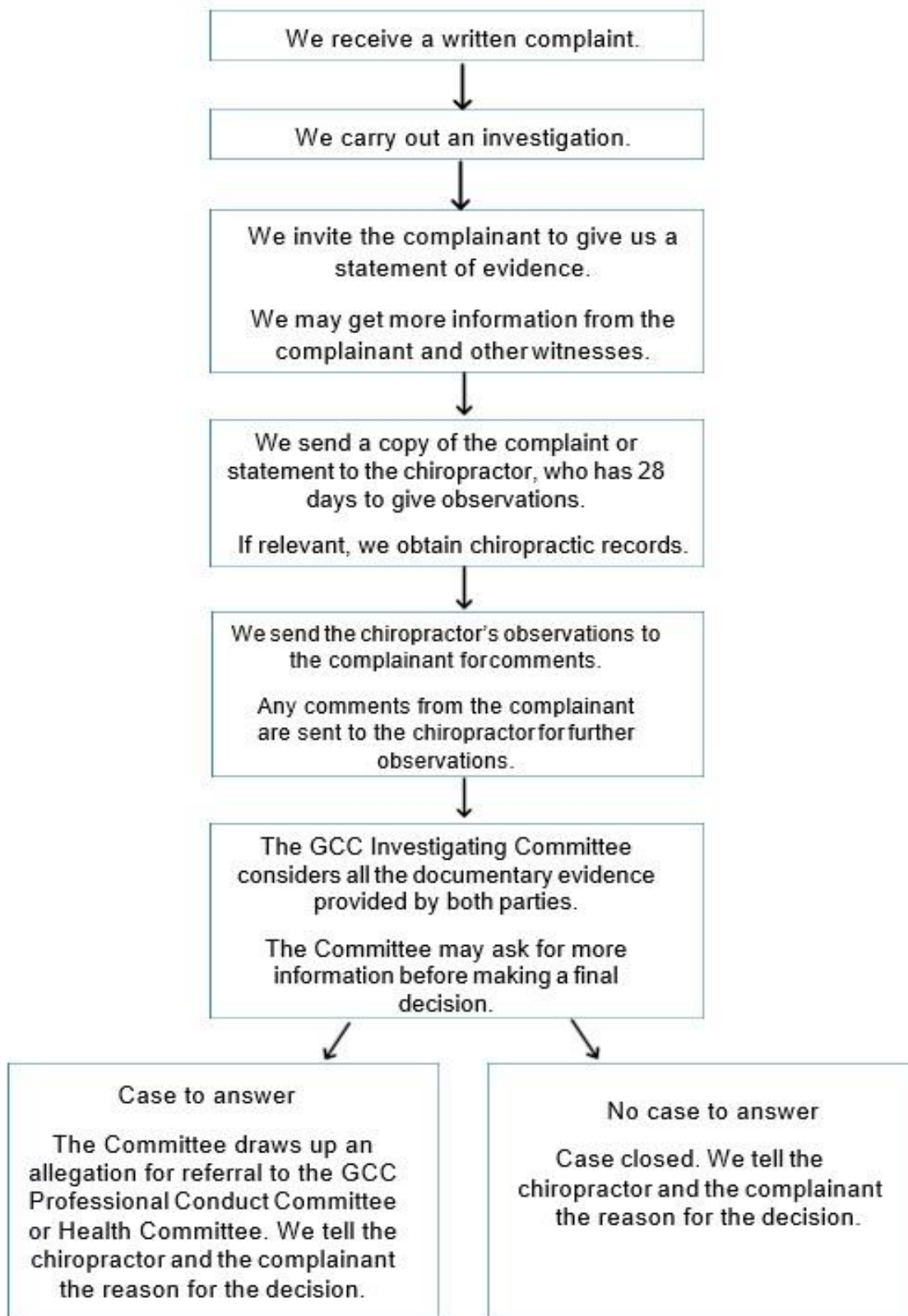
The GCC must investigate any complaint made about a registrant. The types of complaint it can investigate are:

- Treatment, care or advice given by a chiropractor
- The professional or personal behaviour of a chiropractor
- Serious impairment of fitness to practise due to the physical or mental health of a chiropractor

What complaints are the GCC unable to investigate?

- The GCC can only investigate registered chiropractors
- The GCC regulates individual chiropractors and does not accept complaints against clinics
- The GCC cannot resolve matters that relate solely to payment
- The GCC has no power in relation to compensation whatsoever

The investigating process followed by the GCC fitness to practise team is as follows:



Fitness to Practise in 2025 - summary

Our focus in 2025 was to successfully implement our new Case Management System (CMS) including migrating all data onto the new platform whilst maintaining timely progression of both new complaints and existing investigations. CMS was brought into use in early 2025, with the team adopting use of the system for all complaints, both new and existing.

The data shows that as of 31st December 2025 the Fitness to Practise team were investigating an open caseload of 65 cases. This represents a 6% decrease from 69 open investigations in December 2024. The open investigation caseload gradually increased throughout 2025. However, due to various improvement workstreams it has not built to a level matching the 23.8% increase in complaints received in 2025, due in part to the increased volume of cases considered by the Investigating Committee (IC) throughout 2025.

The number of complaints received in 2025 totalled 78 representing a 23.8% increase from 2024. To put this in context, the GCC has seen a steady number of complaints on average 64 per year since 2021. The increase in 2025 represents a significant rise not previously seen at GCC.

We have not been able to discern a clear reason for the increase in complaints. Patients and relatives of patients remain the single highest source of complaint. However, in 2025 the number of complaints from patients did not increase significantly from 2024. The areas where we have seen more complaints have been from other healthcare professionals, from anonymous complainants and from self-referrals.

In 2025, the GCC continued to routinely use clinical advisers to provide clinical input into investigations at a very early stage. The use of experts at the investigation stage continues given the nature of the clinical complaints raised.

The IC concluded 81 cases in 2025, compared with 58 in 2024. Of those cases the IC determined that 63 had no case to answer (78%) and 18 (22%) had a case to answer and should be referred to the Professional Conduct Committee (PCC) for consideration. In 2024, just 9 cases (16%) of the matters considered by the IC were referred to the PCC.

The IC considered 7 separate applications for an Interim Suspension Order at an Interim Suspension Hearing (ISH). A suspension order was imposed against 3 registrants (one registrant received 2). Based on the cases heard in 2025, the median time (from the date there was sufficient information received indicating risk, to the date of the ISH) was 9 weeks.

In 2025, 8 cases were concluded by the PCC and one case by the Health Committee (HC). The median number of weeks taken from the receipt of the complaint to consideration by the PCC was 121 weeks.

Performance summary

		2025	2024	2023	2022
Number of cases concluded by Investigating Committee		81	58	52	60
Number of cases concluded by Investigating Committee with the following outcome:	No Case to Answer	63	49	42	48
	Referral to Professional Conduct Committee	18	9	10	12
Number of cases concluded by Professional Conduct Committee and Health Committee		9	11	11	10
Number of registrants removed ('erased') from the register		0	1	1	1
Number of registrants suspended from the register		1	0	1	1
Number of registrants receiving a conditions of practice order		1	1	2	0
Number of registrants receiving an admonishment		0	3	1	3
Time from receipt of initial complaint to the final Investigating Committee decision (in weeks):	Median	50	57	58	48
	Longest case	102	133	111	163
	Shortest case	5	15	9	11
Time from receipt of initial complaint to the final PCC decision (in weeks):	Median	121	123	102	94
Number of open cases (at the end of the year) which are older than:	52 weeks	16	15	7	10
	104 weeks	1	1	1	0
	156 weeks	2	1	0	0

Key points

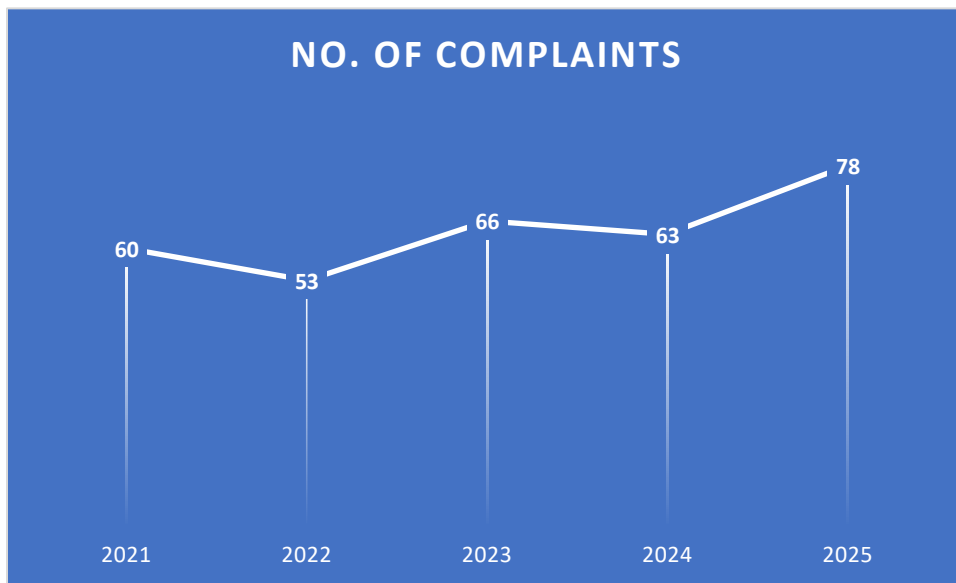
- In 2025, the number of complaints received about chiropractors' fitness to practise increased by 23.8% compared to the previous year.
- A higher number of cases were concluded by the Investigating Committee in 2025 compared to 2024.
- Of the 78 complaints made, they were made about 75 chiropractors.
- Most complaints were received from patients or relatives of patients.
- Most complaints related to clinical care and conduct.

- Of the cases concluded by the Investigating Committee, 18 of these were referred to a Professional Conduct Committee hearing.
- Two chiropractors were found guilty of unacceptable professional conduct by the Professional Conduct Committee.

Complaints received

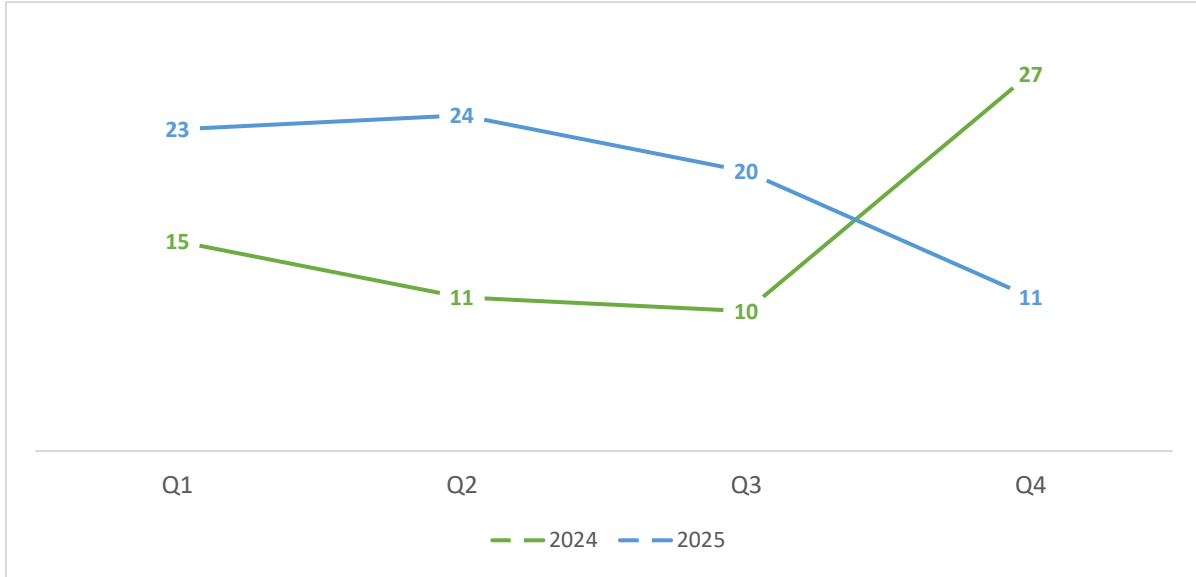
In 2025, the GCC received 78 complaints about chiropractors, a 23.8% increase in complaints compared to the previous year. Over the last five years, the GCC has, on average, received 64 complaints per year.

The complaints related to 75 registered chiropractors.



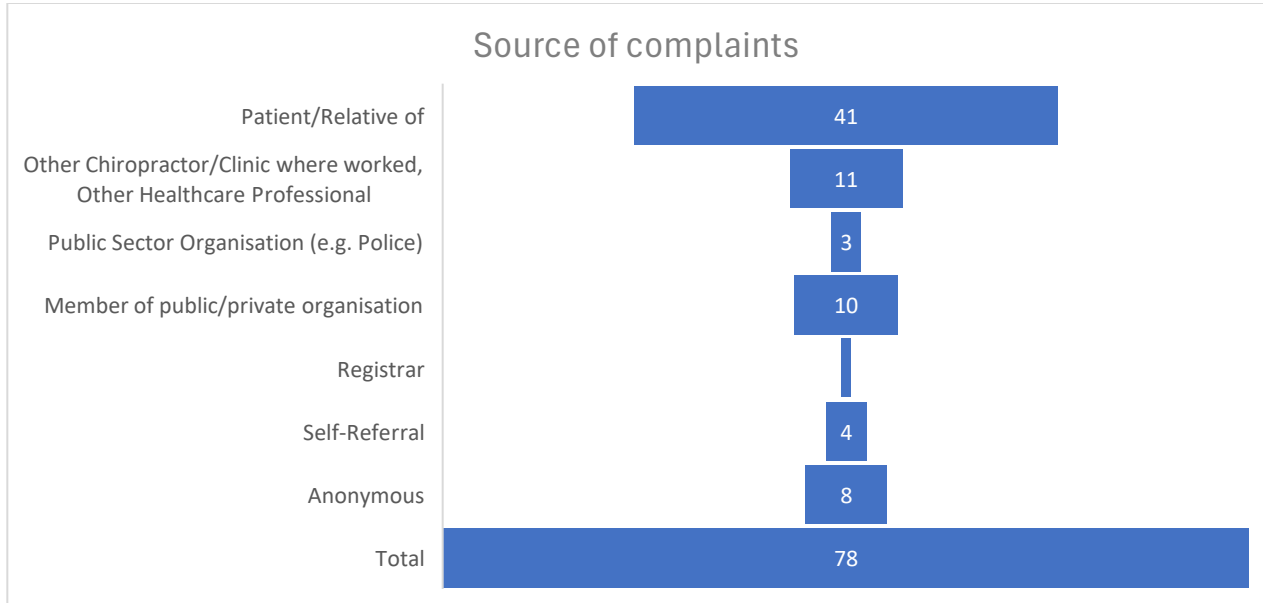
Complaints received by quarter

On average we received 6.5 complaints per month, an increase from an average of 4 complaints in previous years. Although Q4 2024 saw a significant spike in complaints, the overall number of complaints increased in 2025 compared to previous years, with higher complaint volumes in the first three quarters of the year.



Source of complaints

Most complaints are made by a patient or a relative of a patient, accounting for 52.6% of the complaints received in 2025.



Nature of complaints

Understanding the nature and volumes of complaints contributes to the development of the profession. We want to support the profession by being transparent about complaints and where necessary provide guidance where there are common themes or trends – so that the learning shared informs practice.

Importantly, allegations raised are just that, *allegations*. Whether or not these are proven is not a consideration in this section of the report, and in highlighting serves to aid understanding where complaints have been made.

Commonly occurring allegations in 2025

The most commonly occurring allegations in 2025, in no particular order, were:

1. Concern about treatment techniques/approach/dissatisfied with treatment
2. Inappropriate/contraindicated/excessive treatment/lack of clinical justification
3. Rough or aggressive treatment causing injury or pain to the patient
4. Misdiagnosis/No diagnosis
5. Failure to work within limits of knowledge, skills and competence
6. Failure to cease treatment
7. Failure to refer, when appropriate
8. Inadequate assessment/case history
9. Sexual boundaries - inappropriate contact with patient's body/intimate areas
10. Inappropriate personal/sexual relationship with patient

Investigating Committee

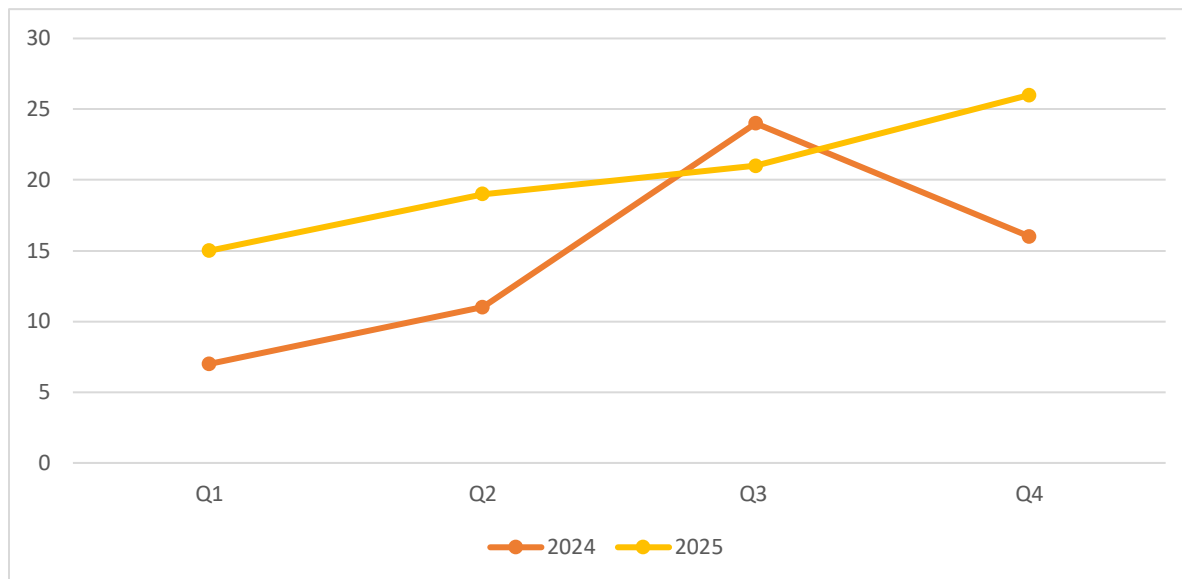
The GCC Investigating Committee (IC) investigates complaints made to the GCC about a chiropractor's conduct, professional incompetence or health, to establish whether there is a 'case to answer'. If there is a case to answer, the IC will refer the complaint for consideration by the GCC Professional Conduct Committee (PCC) or Health Committee (HC).

IC meetings are not held in public. The Committee sits with a Legal Assessor to advise them on points of law and procedure, but the Legal Assessor has no decision-making role.

In 2025, the IC determined 81 cases compared to 58 (+23) cases in the previous year.

	2025	2024	2023	2022	2021
Cases determined	81	58	52	60	82

Cases determined by quarter



Decisions of the Investigating Committee

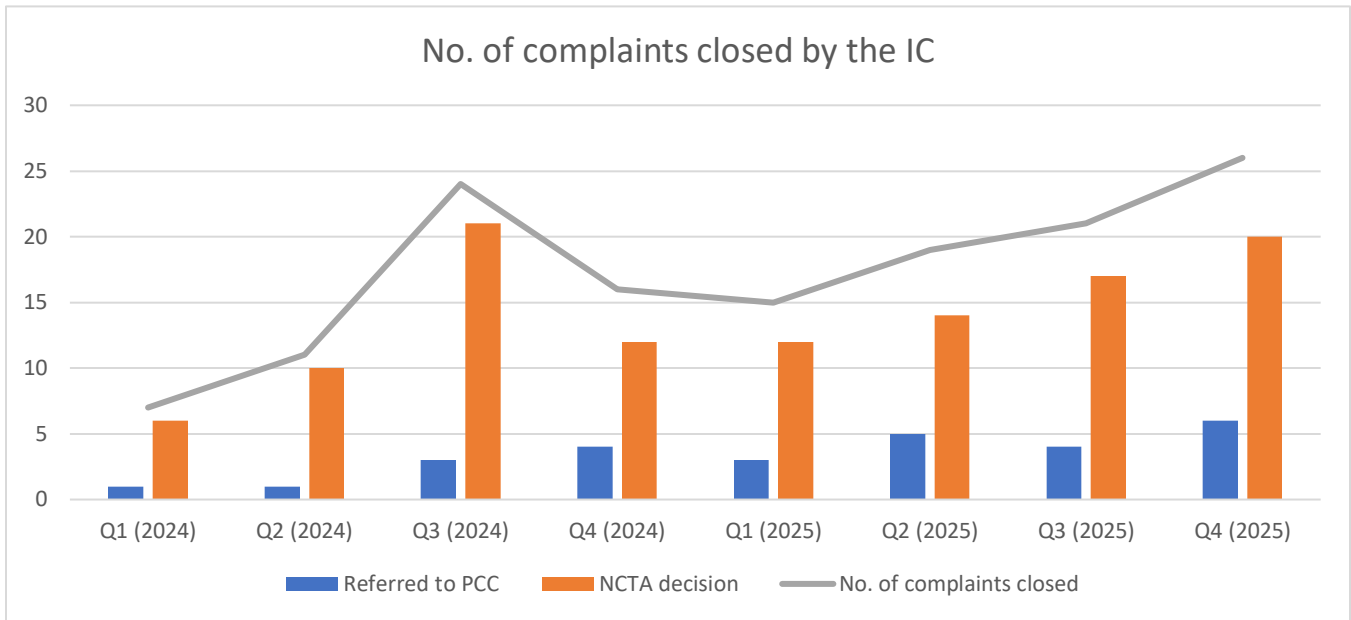
Overall, the IC determined 81 cases in 2025, which is the highest number since 2021, and a substantial increase compared with 58 cases in 2024.

Although the total number of cases determined increased, the proportion of cases referred to the PCC remained broadly consistent with previous years percentage wise.

- 2025 referrals: 18 cases (22%)
- 2024 referrals: 9 cases (16%)
- 2023 referrals: 10 cases (19%)

Quarterly patterns also show that No Case to Answer decisions continue to form the majority outcome.

Decision of the IC	2025	%	2024	%	2023	%	2022	%	2021	%
No Case to Answer	63	78%	49	84%	42	81%	48	80%	73	89%
Referred to PCC	18	22%	9	16%	10	19%	12	20%	9	11%
Total	81		58		52		60		82	



Professional Conduct Committee

The Professional Conduct Committee (PCC) determines allegations about a chiropractor's conduct or professional incompetence referred to it by the IC.

Allegations that have been referred to the PCC are considered at a public hearing. On rare occasions, parts of a hearing may be held in private.

The PCC members are both chiropractors and, non-chiropractic lay members. At each hearing there must be at least three PCC members present, including one chiropractor and one lay member. The panel is chaired by a lay member. The PCC sits with a Legal Assessor, advising the Committee on points of law and procedure, and who has no decision-making role.

If the PCC decides that the allegation against the chiropractor is not well founded, no further action will be taken. However, if the PCC decides that the allegation is well founded, it must impose a sanction.

Sanctions available to the PCC are:

- Admonishment
- Conditions of practice order
- Suspension
- Removal from the register

In 2025, 8 cases were determined by the PCC.

Two chiropractors were found guilty of unacceptable professional conduct in 2025. Details of the decision of each are set out below.

In three cases the chiropractor was found not guilty of unacceptable professional conduct.

PCC decision	2025	2024	2023	2022	2021
Removal	0	1	1	1	2
Suspension	1	0	1	1	1
Conditions of Practice	1	1	2	0	0
Admonishment	0	3	1	3	2
No UPC	3	6	6	5	6
Discontinuance (GCC offered no evidence)	3	N/A	N/A	N/A	N/A
Total	9	11	11	10	11

The median number of weeks taken from the receipt by the GCC of the initial complaint to the decision taken by the PCC was 121 (-2) weeks for decisions made in 2025.

Review hearings

Where a chiropractor has been either suspended or a conditions of practice order imposed at a previous hearing, a review hearing may be held to ensure the chiropractor is safe to return to the register.

There were two review hearing held in 2025, in comparison to one review hearings in 2024.

PCC Caseload

At the end of 2025 there were 18 cases that were yet to be determined by the PCC. This is a significant increase of compared to the previous year (8 cases).

Health Committee

The Health Committee (HC) determines allegations of serious impairment of a chiropractor's fitness to practise due to ill physical or mental health.

There was one case referred to HC, and they met in December 2025. The HC imposed a suspension for 12 months.

PCC cases where the chiropractor was found guilty of Unacceptable Professional Conduct (UPC)

This section of the report is produced in accordance with the Chiropractors Act 1994, Section 22(14), which requires the Committee to publish a report setting out the names of those chiropractors in respect of whom it has investigated allegations and found the allegations to be well founded.

Name and registration number of Registrant	Date of Decision	Source of complaint	Outcome
Shaan Rai 04019	04/03/2025	Patient/Relative of	Suspension
<p>Summary of facts found proved and amounting to UPC</p> <p>Mr. Shaan Daniel Rai was a chiropractor registered in the UK but practicing in Singapore. The allegations included failing to modify or reassess a care plan despite reported lack of progress and new clinical signs from Patient A and disseminating misleading and inappropriate information about chiropractic treatment and subluxation theory. The Committee found Mr. Rai guilty of unacceptable professional conduct for failing to adapt care to Patient A's needs and for promoting subluxation theory, which is unsupported by robust scientific evidence and contrary to GCC guidance. While Mr Rai showed some insight and made efforts to improve his practice, the Committee deemed these insufficient. As a result, Mr Rai's registration was suspended for four months, with a review before expiry. An interim suspension order was also imposed to protect the public until the substantive suspension takes effect.</p>			
Kevin Burns 01167	25/11/2025	Patient/Relative of	Conditions of Practice
<p>Summary of facts found proved and amounting to UPC</p> <p>Kevin Patrick Burns was a Chiropractor working in the UK. The case involved inappropriate physical contact and remarks made to Patient A during an appointment on February 27, 2023, despite her expressing discomfort about comments on her weight. The Committee found several allegations proved, including inappropriate touching, remarks about weight, and failure to maintain professional boundaries. As a result, Mr. Burns was issued a 12-month conditions of practice order, requiring supervision, a personal development plan, monthly meetings, and a reflective piece. The Committee emphasized the seriousness of the conduct and the need for professional improvement.</p>			

Interim Suspension hearings

Investigating Committee

If a complaint received raises an immediate concern for the protection of the public, the Investigating Committee (IC) will hold an 'interim suspension' hearing to consider whether it should suspend the registration of the chiropractor being investigated.

If the IC decides that it needs to suspend the registrant to protect the public, the order cannot last longer than two months and will be in place while the complaint is investigated. If granted, the Interim Suspension Order is effective immediately. The Committee has no power to revoke an order once it has been made.

There were six registrants who were the subject of interim suspension hearings by the Investigating Committee in 2025 one of which was seen twice for an interim suspension hearing.

	2025	2024	2023	2022	2021
Interim Suspension Hearings held	7	5	4	7	9
Interim suspension ordered	4	1	0	2	1
Interim suspension not ordered	3	4	4	5	8

Professional Conduct Committee

If the PCC decides that a complaint that has been referred to it by the IC is so serious that the public might need immediate protection, it will hold an interim suspension hearing. If the PCC decides that it needs to impose an Interim Suspension Order to protect the public, the Order is effective immediately, and it lasts until the end of the PCC process.

There were no PCC interim suspension hearings held in 2025, the same as the previous year.

Section 32 complaints

Under Section 32 of the Chiropractors Act 1994, a person who (whether expressly or by implication) describes themselves as a chiropractor, chiropractic practitioner, chiropractitioner, chiropractic physician, or any other kind of chiropractor, is guilty of an offence unless they are a registered chiropractor.

Over the course of a year, several complaints are received relating to individuals that describe themselves as above where they are not a registered chiropractor.

Following review, the GCC can take several courses of action. These include:

- Issuing advice to result in changes to websites, publications and other relevant marketing materials
- Sending a 'cease and desist' letter
- Instructing inquiry agents to obtain more information
- Recommending that the case is closed.

Where letters have been sent, the GCC checks that appropriate action has been taken.

In cases where the breach or potential breach of section 32 is of very serious concern, the Registrar will consider whether to prosecute.

During 2025, 33 complaints were reviewed and closed, leaving 8 open complaints carried over into the next year.