

**BEFORE THE FITNESS TO PRACTISE COMMITTEE  
OF THE GENERAL OPTICAL COUNCIL**

**GENERAL OPTICAL COUNCIL**

**F(24)16**

**AND**

**RAVINDER PLAHAY- (01-26958)**

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**NOTICE OF INQUIRY  
SUBSTANTIVE HEARING**

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Take notice that an inquiry will be conducted in the above matter by the Fitness to Practise Committee of the General Optical Council.

A substantive hearing will be proceeding:

**Remotely**

The substantive hearing will commence at 9:30am on **07 October – 11 October 2024** by way of video conference or telephone conference facilities.

The Inquiry will be based upon the allegation submitted by the Council (see below) and will determine whether the fitness to practise of **Ravinder Plahay** is impaired by virtue of the provisions contained in section 13D(2) of the Opticians Act 1989.

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Euan Napier  
Hearings Manager, General Optical Council

**30 May 2024**

## ALLEGATION

The Council alleges that in relation to you, Ravinder Kelly Plahay (01-26958), a registered optometrist:

- 1) On 5 July 2023, you received a complaint from Patient A regarding a refund for glasses that he had purchased from you, and you:
  - a. Failed to respond to Patient A's complaint; and/or
  - b. Failed to investigate Patient A's complaint;
  
- 2) On 11 July 2023, you received a complaint from Patient A regarding a refund for glasses that he had purchased from you, and you:
  - a. Failed to respond to Patient A's complaint; and/or
  - b. Failed to investigate Patient A's complaint;
  
- 3) Between July 2023 and October 2023, you did not adequately respond to requests for information from the OCCS in relation to Patient A's complaint as set out at 1) and 2) above; and/or
  
- 4) Between October 2023 and November 2023, you failed to adequately respond to requests for information from the GOC in relation to Patient A's complaint as set out at 1) and 2) above; and/or
  
- 5) On 19 October 2023, you informed the GOC that you had sent the OCCS the information that they requested by post, despite knowing that you had not sent the information; and/or
  
- 6) Your actions as set out at 5) above was:
  - a. Dishonest; and/or
  - b. Misleading;

And by virtue of the facts set out above, your fitness to practise is impaired by reason of misconduct.

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**Committee Members:** Jayne Wheat (Lay)  
Diane Roskilly (Lay)  
Paul Curtis (Lay)  
Caroline Clark (Optometrist)  
Denise Connor (Optometrist)

**Legal Adviser:** Clare Bunting

**Hearings Officer:** Humera Asif

**Transcribers:** Marten Walsh Cherer Limited

If you require further information relating to this hearing, please contact the Council's Hearings Manager at [hearings@optical.org](mailto:hearings@optical.org).