

Please refer to the following **Guidance for Students Reporting Concerns/Complaints on Placement** before you **COMPLETE** an **Accidents/ Incidents/ Concerns Report Form** if you have concerns relating to service user/patient/client care, service user/patient/client safety, or standards of service/clinical practice.

If students are to be interviewed in relation to concerns that have been raised, or are asked to produce a written statement, Sheffield Hallam University **MUST** be informed so that the University can provide the student with appropriate advice and support.

**Please note - information that you provide when reporting a concern MAY be shared with third parties, in compliance with current legislation.**

## **GUIDANCE FOR STUDENTS REPORTING CONCERNS/COMPLAINTS ON PLACEMENT**

### **Purpose of Guidance**

As a student on a placement area, you have a responsibility to report any concerns relating to service user/patient or client care and safety, service provision or learning support.

All concerns that relate to service user/patient or client care or safety must be reported immediately to the placement manager. Please also contact the designated go to person in the placement setting who is responsible for student support.

In addition, you must inform the Link / Placement/ Visiting Tutor. The university will support you and will work in partnership with your placement provider to address the issue / concern you have reported.

### **Student Responsibilities**

#### **1) Familiarise yourself with your placement's policies and procedures**

**Please ensure that as a student you familiarise yourself with your placement's policies/procedures/guidance for dealing with complaints by service users/patients or clients, or their families, or about the service or care they are receiving.** Your placement's policies and procedures will be available to you during your placement. If you have any concerns whilst on placement then you should ensure you are aware of and follow these procedures.

All health and social care placement areas are required to have in place local policies and procedures which comply with the provisions of the Public Interest Disclosure Act 1998 (sometimes called "Whistleblowing" procedures). These procedures should provide a confidential route for raising any concerns about malpractice or unprofessional or unethical conduct or similar issues.

Should an incident occur and your placement area does not hold procedures and policies for reporting complaints, then contact the relevant Sheffield Hallam University Link/ Placement/ Visiting Tutor for further assistance.

**Please note - information that you provide when reporting a concern MAY be shared with third parties, in compliance with current legislation.**

## **2) Document your concerns**

In all instances, it is important to document your concerns (**Accidents/Incidents/Concerns Report Form**). Include dates and times of any events, the names of witnesses and how you have attempted to resolve the issues. It is important that you raise concerns while you are on placement so that any issues can be dealt with effectively.

## **3) Do not provide a statement until you have contacted the University for Advice**

If you are asked to provide a statement about an incident that occurs while you are on placement, **do not provide a statement until you have contacted the university for advice**. There is a link to key **Contacts** at the end of this Guidance document.

Please immediately contact your Student Support Officer for advice. They will contact your Course Management Team who will be able to ensure that you are provided with appropriate advice and support. **Do not provide a statement until you have contacted the University for Advice.**

**Guidance on specific areas of concern, including bullying, racism or discrimination in relation to any other [protected characteristic](#) (as defined by the Equality and Human Rights Act, 2010), [micro-aggression](#), and [harassment and victimisation](#) (Equality and Human Rights Act, 2010), etc.**

What to do regarding concerns relating to service user/patient or client care service user/patient or client safety, or standards of service provision or clinical practice

In the first instance you must raise your concerns within your placement area, if appropriate, through your practise supervisor/practice assessor/practice educator, a member of staff in the area or the placement manager. If you feel unable to do this then you must contact the link lecturer/tutor or the SHU Placement Lead.

In all instances the link lecturer/tutor or lead link lecturer/placement lead/a member of the course management team must ensure the Practice Educational Lead (where available) for the placement provider and/or Director of Placement Learning are

informed of all concerns raised (please complete and submit the **Accidents/Incidents/Concerns Report Form**), irrespective of whether the concerns are resolved as soon as possible.

**Please note - information that you provide when reporting a concern MAY be shared with third parties, in compliance with current legislation.**

### **What to do if service users/patients or clients indicate to you that they are unhappy about their care, treatment or the service being provided to them**

Report the matter immediately to the person who is supervising your placement experience or to another appropriate member of placement staff. In addition, you should report the matter to Sheffield Hallam University Link Lecturer/Tutor who will need to share this information with the relevant Education Placement Lead/placement manager and course leader.

### **What to do if you as a student feel that the standard of the environment and/or care being provided in the area is unacceptable**

Please report this to the appropriate manager or senior staff for the placement area, again making sure you comply with your placement's procedures/policies/guidance in dealing with complaints. In addition, you should report the matter to Sheffield Hallam University Link Lecturer/Link Tutor who will need to share this information with the relevant Education Placement Lead/placement manager.

In exceptional situations, the placement staff, the Education Placement Lead, Sheffield Hallam University Lead Link Lecturer, University placement link lecturer and student may feel that to continue a placement may be detrimental and in these circumstances the placement may be terminated. It may also be necessary to review the learning environment to identify the suitability of the area for future student placements.

### **What to do if you have concerns about the way you are being treated**

This includes (but is not limited to) [any discrimination against you based on any protected characteristics](#). Discrimination includes direct and indirect racism which you may experience as [harassment and victimisation](#), and [microaggression](#).

In the first instance, and if you feel able to do so, you should attempt to raise your concerns with your practice supervisor/practice assessor/practice educator. However, if you are not comfortable doing so, you must contact the student support team/designated go to person responsible for student support in the placement setting, or your link lecturer/team for appropriate support. The university will support you and will work with the placement provider to put in place a plan to address your concerns about the behaviour towards students in a timely way.

**If you are asked to do something that you know is not right, then do not do it**

Instead explain your reasons and share your concerns with your practice supervisor/practice assessor/practice educator, and if appropriate the manager of your placement area and your University placement link lecturer/link tutor.

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## **What to do if you have concerns relating to learning support**

Where a mentor/student relationship is compromised it can seriously affect your placement experience in terms of learning opportunities and support. In the first instance, and if you feel able to do so, you should attempt to raise your concerns with your practice supervisor/practice assessor/practice educator. If this is not possible your SHU tutor or Learning Environment Manager/placement manager may be able to help to resolve the issue at a local level. However, if this is not possible or the issues are not resolved, you must escalate your concerns to the placement lead/lead link lecturer/link tutor and/or the Practice Educational Lead (where available)/placement manager for the placement provider so that the issues can be dealt with in a timely way.

## **Contacts:**

There are a number of individuals within the university who are able to support you, for example your link lecturer, link tutor, lead link lecturer/placement lead, personal tutor, member of the course management team or other tutor and the university's Hallam Help student support service.

Please click on [Contact Us](#) for further information.