

**GUIDANCE ON STUDENTS PROVIDING STATEMENTS –
INVESTIGATIONS ARISING FROM ACCIDENTS/INCIDENTS or
CONCERNS/COMPLAINTS
ON PLACEMENTS**

PLEASE REFER TO THE [Guidance for Students Reporting Concerns/ Complaints on Placements](#) if you have concerns relating to service user/ patient/client care, service user/patient/client safety, or standards of service/ clinical practice or treatment of students.

If students are required to be interviewed in relation to accidents/incidents that have occurred or concerns/complaints raised on placement, 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.

NOTE – this process is to be followed in addition to any Placement Provider organisation’s accident/incident reporting procedures which the student must adhere to

Student is asked to provide a verbal or written witness statement about an accident/incident or concern/complaint on placement

Student / mentor / supervisor / practice educator / placement provider immediately contacts SHU Link Team/ Lead Link Lecturer to inform them that a verbal or written witness statement has been requested in relation to an accident / incident or concern/complaint raised on placement AND student is supported by link lecturer to complete **Accident, Incident or Concern on Placement – Report Form**.

SHU Link Team/ Lead Link Lecturer escalates information to HEI Director of Placement Learning (h.cheung@shu.ac.uk) / College Placement Learning Lead (j.h.redman@shu.ac.uk) to determine urgency/implications of request

HEI Director of Placement Learning (h.cheung@shu.ac.uk) / College Placement Learning Lead (j.h.redman@shu.ac.uk) mobilise appropriate support for student e.g. Placement Lead/ Lead Link Lecturer/ Placement/Link/Visiting Tutor AND request Placement Lead/ Link Team/ Lead Link Lecturer to liaise with placement provider to ensure policy and procedure are being adhered to

- Placement Lead/ Link Team/ Lead Link Lecturer refers to
- SHU Audit Process
 - Escalation of Concerns Arising from an Education Audit
 - Escalation of Concerns about a Placement
 - Exceptional Reporting of Serious Concerns/Incidents and apply as appropriate

Placement Lead/ Lead Link Lecturer completes written report on outcome of liaison with placement provider in SHU staff section of **Accident/Incident/Concern on Placement Form** completed by student, and send to HWBaccidentsincidents@shu.ac.uk

Student is advised to complete **Accident/Incident/Concern on Placement Form** and send to HWBaccidentsincidents@shu.ac.uk

Action logged in the accidents/incidents/concerns tracker in password protected folder on university intranet

Action taken by key personnel (Course Leader, Link Team/Link Lecturer, Professional Placement Team etc.) as appropriate and action logged in the accidents/incidents/concerns tracker in password protected folder on university intranet As appropriate, HEI Director of Placement Learning escalates to HoD and Deputy Dean.

HEI Director of Placement Learning (h.cheung@shu.ac.uk) / College Placement Learning Lead (j.h.redman@shu.ac.uk) request Subject Placement Lead to liaise with academic link for placement area to determine whether further action is required.

To contact the appropriate Placement Lead or Link Team click on this box which links to the **Contact Us** page on this website

Where action is required, this is reviewed as agreed in action plan.

All action is tracked on accidents/incidents/concerns tracker in password protected folder on university intranet. Student provided with feedback.