

## Guidance on Students Providing Statements – Investigations Arising from Accidents/Incidents or Concerns/Complaints on Placements

### Process

Note – this process is to be followed in addition to any placement provider organisation’s accident/incident reporting processes which the student must adhere to.

Please refer to 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.

### [Details of contact information for Health and Social Care Placement Leads/Link Teams.](#)

1. Student is asked to provide a verbal or written witness statement about an accident/incident or concern/complaint on placement.
2. Student/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
3. Student is supported by Link Lecturer to complete Accident/Incident/Concern on Placement Report Form.
4. Placement Lead/Link Team/Lead Link Lecturer refers to:
  - a. SHU Audit process
  - b. Escalation of Concerns Arising from an Education Audit
  - c. Escalation of Concerns about a Placement
  - d. Exceptional Reporting of Serious Concerns/Incidents and applies as appropriate.
5. Placement Lead/Link Team/Lead Link Lecturer escalates information to HEI Director of Placement Learning ([h.cheung@shu.ac.uk](mailto:h.cheung@shu.ac.uk)) / College Placement Learning Lead ([j.h.redman@shu.ac.uk](mailto:j.h.redman@shu.ac.uk)) to determine urgency/implications of request for a statement from the student.
6. HEI Director of Placement Learning ([h.cheung@shu.ac.uk](mailto:h.cheung@shu.ac.uk)) / College Placement Learning Lead ([j.h.redman@shu.ac.uk](mailto:j.h.redman@shu.ac.uk)) mobilises appropriate support for student to provide statement if a statement is required e.g. Placement Lead/Lead Link Lecturer/Link Tutor AND also asks Placement Lead/Link Team/Lead Link Lecturer to liaise with placement provider to ensure policy and procedure are being adhered to.
7. Placement Lead/Link Team/Lead Link Lecturer completes written report on outcome of liaison with placement provider in SHU staff section of Accident/Incident/Concern on Placement Report Form that has been completed by student, and sends to [HWBaccidentsincidents@shu.ac.uk](mailto:HWBaccidentsincidents@shu.ac.uk)
8. Reports are logged in password protected folders on university intranet.
9. Action is taken by key personnel (course Leader, Link Team/Link Lecturer, Professional Placements Team, etc) as appropriate, logged with report (i.e. record of support provided to student, action taken by link team, etc.) in password protected folder on university intranet.
10. As appropriate, HEI Director of Placement Learning escalates to HoD, Deputy Dean.
11. Where action is required, this is reviewed as agreed in action plan.
12. All action is tracked on accidents/incidents/concerns tracker in password protected folder on university intranet. Student provided with feedback..

13. HEI Director of Placement Learning ([h.cheung@shu.ac.uk](mailto:h.cheung@shu.ac.uk)) / College Placement Learning Lead ([j.h.redman@shu.ac.uk](mailto: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.