

## IHSE Student Raising Concerns and Speaking Up Policy

### 1. Purpose

- 1.1 Students should feel safe and supported in raising concerns. This policy sets out the process for students to raise concerns and speak up about the safety, dignity and comfort of patients, peers, staff and anyone else they encounter on clinical placement, including themselves.
- 1.2 Supporting students to report concerns alerts the School to any safety issues, builds openness and honesty, helps students who are experiencing difficulties and encourages the development of students into safe and trustworthy doctors.

### 2. Scope

- 2.1 This policy applies to students registered on the MBBS and MSc in Physician Associate Studies.
- 2.2 Students intercalating at an external institution should raise concerns as per that institution's policy or process but are not precluded from following the steps outlined here and speaking to a member of School staff.
- 2.3 This policy is relevant for students who wish to raise concerns about matters arising on clinical placement.

### 3. How to report a concern

- 3.1 Concerns should be reported via the Queen Mary [Report and Support Portal](#) which is the central portal for students, staff and visitors to report incidents of concern.
- 3.2 Concerns raised about incidents or behaviours on clinical placement will be triaged to the governance team and fall under this policy apart from cases where a fellow student is being reported, which may fall under the Student Discipline Policy.
- 3.3 Students are also encouraged to report issues to members of staff at the School and on placement, for example a clinical supervisor or Associate Dean, a head of year or the governance team (see contact list at the end of this policy). In these cases students are also encouraged to report via Report and Support to ensure that concerns are captured, triaged and followed up appropriately.
- 3.4 All concerns reported by students to members of staff on clinical placement should be reported by the Trust or Primary Care placement to the medical school. The school will keep records of concerns even where they are not followed up and investigated under the Raising Concerns policy in order to identify repeat issues or patterns of behaviour.

### 4. What are 'concerns'?

- 4.1 During training students may witness or be involved in something going wrong with a patient's care. Patient safety is the responsibility of the whole team, which includes clinical and non-clinical members of staff and students on clinical placement. Patient safety does not just relate to clinical treatment; it also includes a patient's dignity or comfort.
- 4.2 Students on placement may experience or witness bullying and harassment, hate incidents or gender-based violence from a peer, colleague, patient or teacher or clinical/non-clinical team member
- 4.3 Students are encouraged to report incidents which worry them or make them uncomfortable, [Student Raising Concerns policy](#)

even if they are not sure they are ‘important’ enough. The purpose of the policy and process is to give students the opportunity to talk through their concern and come to an agreed course of action which they are comfortable with, whether that be formal investigation or not.

- 4.4 Students should not use this policy to raise concerns about the quality of teaching, learning opportunities or student experience. This should be fed back via student surveys, Student Voice Committees or by way of formal complaint under the Queen Mary [Student Complaints Policy](#)

## 5. Outline of process for raising a concern

1. Student witnesses or experiences something which raises a concern about patient, staff, a peer or their own safety, comfort or dignity and completes the Report & Support form.
2. Any matters in scope of this policy are triaged to the governance team who will contact the student within 3 days to invite them to a meeting. Student support are also invited, unless the student would not like them to attend. The head of year may also attend.
3. The purpose of this initial meeting is to gather information about the incident and the outcome sought by the student and to explore any support they may need. Details are confidential and will not be shared without permission from the student, unless it is necessary to share information to prevent the risk of serious harm.
4. If, following this meeting, it is felt that the matter can be dealt with informally by staff or via another process then the process finishes at this point. Feedback will be provided, where available.
5. If the concern requires further investigation this will be overseen from the School side by the Quality and Governance Lead who will raise it with the relevant educational or clinical contact for the clinical placement. Occasionally, if further information is needed, the student may be invited to attend a further meeting, or submit a written statement and they will be supported in this by members of staff from the School..
6. The reporting student will be advised of the outcome or feedback and kept updated where possible, should they wish.

## 6. Anonymous reports

- 6.1 Students may report anonymously using the Report and Support Portal, however there are limitations on what action can be taken in relation to such concerns.

## Useful contacts and links

- Student Support Office - London ([ihse-student-support@qmul.ac.uk](mailto:ihse-student-support@qmul.ac.uk))
- Student Support Office - Malta ([student-support-malta@qmul.ac.uk](mailto:student-support-malta@qmul.ac.uk))
- Governance Manager Vanessa Thompson ([v.thompson@qmul.ac.uk](mailto:v.thompson@qmul.ac.uk))
- [Advice and Counselling Service](#)
- [Report + Support - Report + Support - Queen Mary University of London](#)

