**Faculty of Medicine, Health and Social Care**

**ALERT REPORT**

This form should be sent electronically to [placementsquality@canterbury.ac.uk](mailto:placementsquality@canterbury.ac.uk) ***only***. Please ensure this remains as a working word document, and not converted into PDF/ any other format.

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| **SECTION 1: CONTACT DETAILS** | |
| Name and role of who is completing this form |  |
| Email address |  |
| Date |  |

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| Student Name |  |
| Cohort |  |
| Programme |  |
| Placement name |  |
| Organisation |  |
| Practice Placement Facilitator or equivalent and their email address |  |
| Placement Lead at CCCU |  |
| Senior Lecturer in Practice Learning |  |

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| **SECTION 2: COMPLAINT/ CONCERN DETAILS**  **(COMPLETED BY THE PERSON INITIALLY SUBMITTING THE ALERT FORM)** | | |
| Date and time of incident(s) |  | |
| A **complaint** relates to an issue where a student is complaining about how they have personally been treated whilst on a practice learning experience and are seeking resolution for them self.  A **concern** relates to an issue, wrongdoing or risk, which affects others. | | |
| Is this a Complaint or Concern?  (please specify) |  | |
| Summary of the complaint/ concern:  (Please refer to roles rather than names where possible. Do not use names of any service users on this report) | | |
|  | | |
| Please provide details of action taken so far and parties involved  (Please refer to roles rather than names where possible. Do not use names of any service users on this report) | | |
|  | | |
| Date this report is completed | |  |
| Level of Risk: (Low/ Medium/ High) | |  |
| Equality & Diversity Issue: (Yes/ No/ Maybe) | |  |
| Impact on service user/ patient care? (Yes/ No/ Maybe) | |  |
| Is this report written in collaboration with student and staff member? If not, why not? | |  |

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| ***Please send this alert form to*** [***placementsquality@canterbury.ac.uk***](mailto:placementsquality@canterbury.ac.uk)  ***Placements Quality will then send it to the relevant person to complete section 3. The student’s name must be removed if this form goes to HR at the organisation. A copy is sent to SLPL and Placement Lead at CCCU for information only.*** |

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| **SECTION 3: FURTHER INVESTIGATION/ RESPONSE** | |
| Please provide a response and any actions agreed (including reporting this as per local protocols, seeking medical treatments, discussion in supervision etc.)  (must be completed by Practice Placement Provider, or CCCU representative if the issue has been raised by practice) | |
|  | |
| Should you have any further information to add following initially submitting this section, please send it to [placementsquality@canterbury.ac.uk](mailto:placementsquality@canterbury.ac.uk) with the subject line as the case number. | |
| Name |  |
| Role |  |
| Date |  |

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| **Expected timeframes:**   * Student to raise the complaint/concerns within 3 working days – or immediately depending on urgency of situation; * 5 working days for Practice Placement provider to provide initial response; * 15 working days for complete action from Practice Placement Provider and response to student, however it can take much longer for an investigation to be completed * Student/staff to be updated of investigation within 15 working days of initial raising of complaint/concerns * Other HEIs to be informed as required depending on the circumstances (FDPL) |

**ALERT REPORT - TRACKING**

**(FOR OFFICE USE ONLY)**

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| **SECTION 4a: THEMES FROM RAISING COMPLAINTS/CONCERNS REPORTS**  **Case Number:** | |
| **LEVEL OF PRACTICE EDUCATION** | |
| Standard of practice learning facilitation (complaint) |  |
| Incorrect assessment documentation for student |  |
| Impact of low staffing levels on quality of practice learning facilitation |  |
| Assessment documents not completed in time |  |
| Reasonable adjustments not being met |  |
| Breaching supernumerary status of student |  |
| Students being asked to do tasks beyond those agreed for their level (complaint/concern) |  |
| Reduced satisfaction in placement evaluation data |  |
| **POTENTIAL INJURY** | |
| Accidental injury to Student (e.g. needle stick, back injury) |  |
| Assault on student |  |
| Student witnessing an assault on staff member |  |
| Student involved in medication error |  |
| Student mentioned in patient complaint |  |
| Breaching confidentiality |  |
| **STUDENT MALPRACTICE** | |
| Inappropriate use of social media by student |  |
| Unprofessional behaviour of student (e.g. attendance) |  |
| **CONCERN - STAFF BEHAVIOUR** | |
| General standard of staff behaviour |  |
| Standard of staff to patient care |  |
| Poor moving and handling technique of staff |  |
| Low staffing level impacting on level of care |  |
| Staff unfamiliar with Trust/PVIS health guidance/policy |  |
| **DISCRIMINATORY BEHAVIOUR** | |
| Inappropriate behaviour of staff to student |  |
| Possible bullying indicated from staff to student |  |
| **RAISING AND ESCALATING COMPLAINT/CONCERNS PROCEDURE** | |
| Misuse of RC (e.g. for student unwell on shift) |  |
| Datix being completed - overlooking RC process |  |
| **OTHER –** brief outline |  |

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| **SECTION 4b: OUTCOME OF INVESTIGATION/ CASE REFLECTION** | | |
| **Case number:** |  | |
| Comments and conclusions | | |
|  | | |
| Date of Case Review by FDPL |  | |
| FOLLOWING CASE CLOSURE, FDPL HAS NOTIFIED THE FOLLOWING:  (THIS MAY CROSS PROGRAMMES) | | |
| Student (Informed by FDPL or agreed appropriate CCCU staff) | |  |
| Staff member reporting (Informed by FDPL) | |  |
| PLF/Mentor/Practice Educator (FDPL to agree with practice placement provider who informs) | |  |
| Senior Lecturer in Practice Learning (Informed by FDPL) | |  |
| Programme Placement Lead (Placement Lead is expected to inform people if necessary within their own team) (Informed by FDPL) | |  |
| Personal Academic Tutor/Academic Link (usually informed by their Programme Placement Lead) | |  |
| Head of Faculty/School/Programme (informed by FDPL) | |  |
| Practice Learning Unit informed of any relevant actions (informed by FDPL) | |  |
| Another HEI (informed by FDPL) | |  |