**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 |  |
| Course |  |
| 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 in 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 in this report) | | |
|  | | |
| Date this report is completed | |  |
| Level of Risk? (Low/ Medium/ High) | |  |
| Equality & Diversity Issue? (Yes/ No/ Maybe)  (If you say yes, please give evidence as to why in section 2) | |  |
| 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 the 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 (by FDPL) |

**ALERT REPORT – TRACKING**

**(FOR OFFICE USE ONLY)**

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| **SECTION 4a: THEMES FROM RAISING COMPLAINTS/CONCERNS REPORTS** | |
| **STANDARD OF PRACTICE EDUCATION** | |
| Standard of practice learning facilitation and education |  |
| Unwelcoming staff for student |  |
| Unwillingness of practitioners to sign off proficiencies |  |
| Failing a student at end of placement and not providing clear formative, summative assessment through PAD as a record |  |
| 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 |  |
| **POTENTIAL INJURY** | |
| Accidental injury to Student (e.g. needle stick, back injury) |  |
| Assault on student |  |
| Student witnessing an assault on staff member |  |
| Student witnessing traumatic event with service user (e.g. suicide attempt) |  |
| **STUDENT MALPRACTICE** | |
| Inappropriate use of social media by student |  |
| Unprofessional behaviour of student (e.g. attendance, attitude, covert recording, breaching confidentiality, falling asleep on duty, timekeeping) |  |
| Student involved in medication/patient care error |  |
| Student acting beyond their role and capabilities |  |
| **STAFF MALPRACTICE** | |
| Students being asked to do tasks beyond those agreed for their level (complaint/concern, includes unsupervised issuing of medication) |  |
| General standard of staff behaviour |  |
| Standard of staff to patient care |  |
| Low staffing level impacting on level of care |  |
| Staff unfamiliar with Trust/PVIS health guidance/policy |  |
| **DISCRIMINATORY BEHAVIOUR** | |
| Possible bullying from staff to student |  |
| Discriminatory comments/behaviour based on race and ethnicity |  |
| Discriminatory comments/behaviour based on gender |  |
| Discriminatory comments/behaviour based on age |  |
| Differential treatment/learning opportunities experienced as racially motivated |  |
| **RAISING AND ESCALATING COMPLAINT/CONCERNS PROCEDURE** | |
| Complaint noted at point student knows they would not pass the placement |  |
| Student referred back to PAT for support and advised to seek local resolution before starting the alert reporting process |  |
| **OTHER** | |
| Patient behaviour towards student |  |
| Student noted in datix |  |
| Lack of PPE |  |

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| **SECTION 4b: OUTCOME OF INVESTIGATION/ CASE REFLECTION**  **Please consider any learning points to take forwards within CCCU** | | |
| Comments and conclusions | | |
|  | | |
| Date of Case Closure by FDPL (or nominated SLPL) |  | |
| FOLLOWING CASE CLOSURE, FDPL (or nominated SLPL) HAS NOTIFIED THE FOLLOWING:  (THIS MAY CROSS PROGRAMMES) | | |
| Student (usually by Placement Lead within their course) | |  |
| Placement Lead (who then notifies staff within their course on a ‘need to know’ basis) | |  |
| Practice Learning Facilitator | |  |
| Senior Lecturer in Practice Learning | |  |
| Head of Faculty/School/Course | |  |
| Practice Learning Unit if any relevant actions | |  |
| Another HEI (informed by FDPL if relevant) | |  |