

Exit Interview Policy

Purpose

The purpose of this policy is to identify workplace, organisational or human resources factors that have contributed to an employee's decision to leave employment; to enable the company to identify any trends requiring attention or any opportunities for improving the company's ability to respond to employee issues; and to allow the company to improve and continue to develop recruitment and retention strategies aimed at addressing these issues.

This policy covers the procedures to be adopted when members of the company leave employment for whatever reason. The exit interview is a mandatory obligation prior to the employee's final pay being settled and associated paperwork being completed, such as a P45.

This policy applies to all employees including employees taking early retirement and voluntary severance. The only exception to this will be where the employee has been dismissed from employment.

The Human Resources Team will conduct exit interviews with employees once the employee-confirmed departure date has been received. When this is not possible, the Human Resources Team will nominate another senior manager to complete the exit interview.

Procedure

The Human Resources Team will contact the employee asking the individual to attend a face-to-face exit interview at a mutually convenient time. The exit interview should take place as soon as possible after the confirmed leaving date has been received by human resources.

The employee will be asked a standard set of questions and given a chance to discuss any concerns of information they feel would be beneficial for the company to know about their employment experience at the company.

Confidentiality

The information received through Exit Interviews will be confidential. No specific information that could possibly be traced back to an ex-employee will be disseminated or discussed.

Reporting

The information will be analysed regularly by the Care Governance Team to identify areas or determine trends that may need to address. Periodically, they will share their analysis and recommendations with designated members of the staff and/or corporate management team.

The analysis and review will include

- appropriate statistical information regarding the number and distribution of employee departures during the preceding year and their reasons for leaving;
- an analysis and discussion of any trends or common themes which are suggested by the exit interview feedback;
- any actions the Department feels are required in order to address any concerns or opportunities which are identified through exit interview feedback.

In essence the exit interviews are intended to increase staff retention and improve the general quality standards of the company.

Policy Review

This policy will be reviewed every two years.