

Hull Teaching Primary Care Trust

**EXIT INTERVIEW POLICY &
PROCEDURE**

	Page
<u>CONTENTS</u>	
1. INTRODUCTION	1
2. SCOPE	2
3. PROCEDURE	2 - 3
4. INTERVIEWER'S GUIDELINES	3
5. REVIEW	4
APPENDIX 1- Exit Interview Guide	5 - 6

1. INTRODUCTION

Hull Teaching PCT is committed to identifying the aspects of organisational life that have influenced an employee's decision to leave the PCT with a view to facilitating continuous improvements in the organisation's approach to recruitment and retention. The Exit Interview is offered to all directly employed staff leaving the PCT, however, take up is voluntary as there may be occasions where a member of staff does not wish to have an exit interview.

The intention of an exit interview is to give you an opportunity to share your experiences (both positive or negative) with a member of the HR team in a supportive and constructive atmosphere.

An exit interview is a discussion between the employee and a HR representative which takes place either shortly before or shortly after an employee leaves the PCT.

2. SCOPE

This procedure applies to all PCT employees irrespective of age, race, colour, religion, disability, nationality, ethnic origin, gender, sexual orientation or marital status, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership. All employees will be treated in a fair and equitable manner and reasonable adjustments will be made where appropriate (e.g. interpreter or signing provision, access arrangements, induction loop, etc.).

3. PROCEDURE

It is the responsibility of the line manager to ensure that a Termination Form is completed in a timely manner (i.e. as soon as possible following receipt of a resignation letter). Completed forms should be forwarded to the HR Department along with the letter of resignation. Termination forms are available from the HR Department, HR Staff Access on the U Drive and the Hull Teaching PCT intranet site.

It is the responsibility of the HR Department to offer Exit interviews for all employees leaving Hull Teaching PCT. The role of the HR Representative is to be supportive and objective in evaluating the information they receive.

It is the responsibility of the line manager to release the individual from their duties to attend the Exit Interview with pay.

If the member of staff would prefer to provide written feedback rather than attend the interview this guidance should be followed and feedback sent to the HR team.

Although the aim is that the discussion is informal, the employee has the right to be accompanied by a trade union representative or work colleague during the exit interview. This is arranged by the employee.

The Exit Interview is a good time to provide relevant information and may include discussions relating to the employee's experiences of working within the PCT and their reasons for leaving. The procedure includes guidance to be considered at the exit interview.

The employee and the HR representative will agree on who, if anyone, should receive feedback (this may be a manager or a department in relation to future improvements/recognition/learning points) and when (e.g. the member of staff may prefer for feedback to be given either before or after they have left the PCT).

It is the responsibility of the HR representative at the meeting to agree what, if anything, should be done with any of the individual's comments. The HR representative must explain that there may be occasions where they may need to specific action (for example, if there is an issue of fraud or a criminal activity).

A copy of the notes taken will be sent to the member of staff who will have an opportunity to amend them and an agreed copy will be placed on the individual's personal file to complete their employment history.

4 INTERVIEWER'S GUIDELINES

The interviewer should remain impartial and encourage the member of staff to share their experiences and agree actions as appropriate.

If the leaver has short service, the most important line of enquiry is how efficient the recruitment and selection process was, the individual's induction into their post and how accurate the information was that they received prior to commencing the role.

5 REVIEW

This Policy will be reviewed with the PCT's recognised Trade Union Partners within 2 years of the date of implementation.

Author: HR Business Partner

Date: 9th March, 2007

Approved by:

Date:

Reviewed by:

Date:

EXIT INTERVIEW GUIDE

Interview Date	Interviewer's Name
Employee's Name	Job Title/Grade
Department	Line Manager
Date of Leaving	Date of Joining
Reason for Leaving	

Areas You May Wish to Discuss or Comment On:

- 1 Recruitment and selection processes
- 2 Job expectations
- 3 Training/Induction
- 4 Role/objectives
- 5 Freedom to act/autonomy
- 6 Continuous improvement/risk taking

- 7 Rules/policies/procedures
- 8 Recognition
- 9 Performance & Development Reviews/Appraisals/Job Plans
- 10 Terms and conditions
- 11 Teamwork
- 12 Cross functional teamwork
- 13 Leadership
- 14 General view of working within the PCT

This list is not exhaustive. Please bear in mind that these bullet points are only guidance and your responses are on a voluntary basis.

Any other comments or suggestions?