

## Raising and Escalating Concerns about your Practice Placement

Please use this flowchart alongside the full guidance which can be found at [here](#)

If you have a concern about something you see or experience in practice, you should first raise it with your placement provider. If you don't feel comfortable doing this or feel it's a serious issue that UWE should be aware about, there are several ways you can raise a concern to us.



You should use the Practice Support Line (PSL) to log practice-related concerns.

You can speak to a member of your programme team who can support you to raise the concern.

If you don't feel able to speak to someone you can use our Report and Support system.



All concerns received are triaged and logged by the Professional Practice Office (PPO). This helps us to collate all concerns through one system / service.



Where an Academic in Practice or a Placement Lead needs guidance or support in dealing with your concern, it will be escalated to the Associate Director for Practice Learning who will co-ordinate a response.

Where a concern relates to your practice placement and requires further support or follow up, this will be passed to a member of the programme team - either an Academic in Practice or a Placement Lead.

If the concern relates directly to a student's welfare, the PPO will contact the Serious Concerns Team and inform the programme team. Action taken should be logged through the PPO.



If the concerns need an organisational approach/ engagement, or where exceptional reporting to NHS-E or regulatory bodies is required, then this should be escalated to the Director for Practice Learning.

At each stage, all actions taken, and their outcomes will be reported back to the PPO and logged against your original report. If a concern comes in through the programme team, the same process applies it should be logged through the PPO, clearly recording the concerns, action taken and the outcomes.