

Guidance on Raising and Escalating Practice Placement Concerns

As part of our commitment to the safety and well-being of all UWE Bristol students, we encourage you to raise concerns about your safety or that of others while studying at the university. This is particularly important if your course includes practice placements and will lead to registration with a professional body; you have a responsibility to raise concerns, ensure the protection of those under your care, and uphold our standards and values expected in practice.

Key Considerations: When deciding whether to raise a concern, think about the potential harm if the situation is allowed to continue. Types of issues that are cause for concern include unsafe patient care, inadequate responses to concerns you've raised to your placement, bullying, harassment (including sexual harassment), racism, and discrimination.

First Point of Contact: For immediate assistance during working hours, use the Practice Support Line (PSL) at 01173281152 or email hscpsl@uwe.ac.uk - these connect you directly to our Professional Practice Office (PPO). Alternatively, you can use the [Report and Support](#) system. Please note that reporting concerns anonymously means we may not be able to investigate and cannot offer you support directly (although online support is available); so, providing contact details is recommended.

Handling of Concerns: All concerns we receive are triaged and logged by the Professional Practice Office, who will then forward your concern to a relevant member of the programme team; please refer to the Raising Concerns Flowchart for a visual explanation of the processes in place. You can expect support and guidance throughout the process.

What to Expect from Us:

- We will listen carefully to your concerns.
- We may need to investigate your concerns.
- We may need to share your concerns with partners.
- We will take appropriate action, and keep you informed.

We will be transparent in communicating any steps we take.

Protection from Detrimental Treatment: Raising concerns should not result in unwarranted criticism, disapproval, or disadvantage in practice or on your programme.

Timely Reporting: You can and should report your concerns within your placement provider first if you feel able to. Please raise concerns in a timely manner, particularly for urgent issues like safeguarding. Avoid waiting until the end of your placement to ensure issues are dealt with as soon as possible. Follow the placement provider's policy, which was explained during your placement induction.

Freedom to Speak Up: NHS England operates a 'Freedom to Speak Up' policy, which you can find out more about on [NHS England's website here](#). If you find it challenging or uncomfortable to raise concerns with the placement provider, consider contacting the organisation's [Freedom to Speak Up Guardian](#) for additional support. Find [local contacts here](#), and more information about [academic and wellbeing support available at UWE here](#).

Professional Support: You can also seek guidance and support from your professional statutory regulatory body and professional association, including but not limited to:

- [British Association for Music Therapy](#)
- [British Association of Sport Rehabilitators](#)
- [Chartered Society of Physiotherapy](#)
- [College of Paramedics](#)
- [Faculty of Physician Associates](#)
- [General Optical Council](#)
- [Health and Care Professions Council](#)
- [Nursing and Midwifery Council](#)
- [Royal College of Occupational Therapists](#)
- [Royal College of Midwives](#)
- [Royal College of Nursing](#)
- [Social Work England](#)
- [Society & College of Radiographers](#)