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What is the purpose of this platform

This is an easy-to-access reporting platform for raising concerns about a student or a placement provider.

Who can raise a concern

Anyone can use the platform to raise a concern. This includes students, members of the public, placement providers, university staff, and professional or regulatory bodies.

Contact details and urgent support

You can email **practice.education@uos.ac.uk** or for urgent escalation call **01473 338012**.

When should I use a different route?

This form is not the appropriate route for the matters listed below. However, we still want to hear from you so that we can direct you to the right support or process.

Please in the first instance contact **practice.education@uos.ac.uk** or, if you are a student, please also reach out to your Practice Academic Coach (PAC).

- General feedback
- Placement evaluations
- Raising general issues
- Non-time critical, general support or advice
- Placement capacity queries

Can I remain anonymous when raising a concern?

Your name and email address are required so that we can contact you if further information is needed and ensure your concern can be actioned appropriately. Your details will be handled sensitively, and we will aim to protect your identity wherever possible. However, if the matter progresses to a formal investigation or process, your identity may need to be shared with key individuals, and you may be asked to provide a statement. Wherever possible, we will discuss this with you first.

Do I need evidence before submitting a concern?

Evidence is helpful where available, but people should not be discouraged from reporting because they do not have it. Evidence can be sent after submission to support the concern.

What information should I include?

Please provide a clear, factual account in the form, including what happened, when and where it occurred, who was involved, any witnesses and any steps already taken.

Supporting information needs to be sent to **practice.education@uos.ac.uk**. Please clearly state which submitted concern it relates to.

This may include:

- a timeline of events;
- statements from those involved or who witnessed the events;
- relevant emails, with the personal details of anyone not involved removed;
- relevant documents or spreadsheets;
- images, audio recordings or videos, including MP4 files, where you have permission to share them.

Please do not include identifiable patient or service-user information unless specifically requested. To help you organise and submit your supporting information, **[click here to access our resources & templates](#)**.

What if I select the wrong concern category?

Do not worry, select the category that you feel best describes your concern. We will review all the information you provide and, if necessary, change the category or direct the concern to the most appropriate process. This will not affect how your concern is considered, and you do not need to submit another form.

If I have a placement concern, what should I do?

Raise your concern as soon as possible. Where you feel able to, speak first with your practice educator or placement manager, as they may be able to resolve the concern quickly and follow their local reporting process, such as Purple Flag.

If you believe that a patient, service user, yourself or someone else may be at immediate risk, you have a duty to report this straight away using the placement's urgent escalation process. Do not wait until the end of your placement.

You can also use this platform if the concern has not been resolved, you do not feel able to raise it directly, or you would like the University to be informed.

What types of placement concern can I report?

When completing the form, select the theme that best describes your concern. If you are unsure, choose the closest option and provide further details in the free-text box.

- Bullying, Harassment & Discrimination (incl. racial discrimination, inappropriate behaviour or disability)
- Insufficient supervision provision
- Student unable to attend additional training
- Poor learning opportunities
- Risk of, or actual patient safety incident
- Risk of, or actual student safety incident

- Serious student wellbeing concern
- Sexual misconduct (e.g. sexual harassment, unwanted comments, inappropriate touching or unwanted sexual advances).
- Supernumerary status at risk

What if I feel unsafe?

Tell the person in charge of the shift and your practice supervisor or educator immediately. Explain why you feel unsafe and discuss an alternative, whether you can move to another educator or area for the remainder of the shift.

If the concern cannot be resolved and you decide to leave, you must tell both the person in charge and your supervisor or educator before you go. Do not leave the placement without informing someone. Where accessible, please inform the education team.

If this happens outside normal University hours, telephone the placement when you arrive home to confirm that you are safe. Inform your Practice Academic Coach as soon as possible and submit a concerns form.

If you are in immediate danger, move to a safe place and contact the emergency services if needed.

Will raising a concern affect my placement or assessment?

No. Raising a concern will not, in itself, negatively affect your placement assessment. Your assessment should continue to be based on your performance and achievement of the required learning outcomes.

We will work with the placement provider to address the concern promptly and may monitor your experience to ensure that you continue to feel safe and supported. Everyone involved is expected to behave professionally. If you believe you are being treated differently because you raised a concern, please tell us so that we can support you and take appropriate action.

I have a concern about a student, what might the concern relate to?

Concerns about students can relate to different aspects of their learning, conduct or wellbeing. The themes below are there to help guide the concern to the right support and next steps.

- Academic progress & engagement
- Concerns that may affect progression or course completion
- At risk of not passing the current placement
- Lack of clinical or therapeutic knowledge
- Mental health & wellbeing
- Not meeting the standards of their professional regulator
- Safeguarding concerns (e.g. their own or other's safety)
- Unprofessional behaviour (e.g. not following procedures, inaccurate documentation or inappropriate conduct)

What will happen to the concern and the student?

The concern will be reviewed by the Lead for Practice Education or a Head of Subject to decide the most appropriate next steps. The student's Course Lead will also be informed.

If the concern meets the threshold for Fitness to Practise, it will be referred through the University's formal process. Concerns that do not meet this threshold will be managed by the course team. The Course Lead may address the concern directly or ask the student's Personal Academic Coach to agree any necessary actions.

The student will be supported throughout the process. This may include support from their course team or Personal Academic Coach, guidance about the process, wellbeing support or help to address any identified learning needs.

The response will depend on the nature and seriousness of the concern. Submitting a concern does not automatically mean that formal Fitness to Practise action will be taken.

Do I also need to make a Fitness to Practise referral?

No. You only need to submit the concern through this platform; you do not need to make a separate referral to the Office for Student Appeals, Complaints and Conduct (OSACC).

If the concern meets the threshold for Fitness to Practise, the Lead for Practice Education or Head of Subject will make the referral on your behalf through the University's formal process.

What happens after I submit my concern?

You will receive an acknowledgement confirming that we have received your concern. It will then be reviewed within 24 hours or on the next working day, and we may contact you for further information.

The time needed to investigate will depend on the nature and complexity of the concern. You can view the full pathway by clicking on the process map below.

Raising Concerns Road Map

If you have any questions, please email practice.education@uos.ac.uk

Who will see my concern?

Your submission will initially be reviewed by the Lead for Practice Education or a Head of Subject, who will assess the concern and decide the appropriate next steps.

For a placement concern, the Lead for Practice Education may investigate it directly or ask the relevant Course Lead to take it forward with their support. Relevant information will usually need to be shared with an appropriate senior educator or manager within the placement provider so that the concern can be reviewed and addressed.

For a concern about a student, the information will be shared with the relevant University staff. If it meets the threshold for Fitness to Practise, it will be referred through the University's formal process. Other concerns may be managed by the Course Lead and the student's Personal Academic Coach.

Your concern may also be discussed with other relevant people if their role, responsibility or expertise is needed to understand the situation or agree appropriate action. Where necessary, relevant information may be shared with the person or organisation the concern relates to, so they have an opportunity to respond.

Information will only be shared where there is a clear reason for doing so and with those who need it to review, investigate or respond to the concern.

Will I be told the outcome?

We will keep you informed where possible and let you know when your concern has been reviewed. However, the level of detail we can share will depend on your involvement and our responsibility to protect the confidentiality of others. This may mean that you receive only a general summary of the outcome.

If you are reporting on behalf of a placement provider and your involvement is needed, you will receive relevant updates and may be asked to contribute to, or help carry out, any agreed actions.

What support is available to students?

You do not have to manage a concern alone. Support is available from your Course Lead, Personal Academic Coach, course team and the Lead for Practice Education.

Depending on your circumstances, you may also be referred or signposted to wellbeing, safeguarding, disability and learning support, or the Students' Union for independent advice. We will discuss the available options with you and help you access the most appropriate support.

You have access to in the moment counselling and talk therapy via the phone or WhatsApp, open 24/7 they are ready to listen, click on the following link for their contact number **Student welfare contact number and support**

How will my personal information be used and stored?

Your personal information will be used to review, triage and respond to your concern, contact you if further information is needed and support any appropriate investigation or formal process. It will be stored securely and accessed only by those who need it.

Where necessary, relevant information may be shared with university teams, placement providers or other appropriate organisations. We will aim to protect your identity wherever possible, but it may need to be disclosed if the concern progresses formally. Non-identifiable information may also be used to identify themes and improve practice-learning experiences.

Further information is available in the University's **Data Governance and Privacy Notices**.

What if I have questions about how my concern was handled?

We will do our best to ensure every concern is considered fairly and directed through the appropriate process. If you would like clarification about the outcome or believe the correct process may not have been followed, please email **practice.education@uos.ac.uk** in the first instance. We will review your concerns, respond and advise you of any further options available.