

Dealing with concerns/complaints raised by students relating to patient care or interpersonal relationships: bullying, harassment and racism.

A. Issues Related to Patient/Service User Care

All students should be made aware of the ['raising and escalating concerns guidance'](#) (NMC 2019) as part of their placement area orientation. The key principles to be followed are:

- Put the interests of patients and clients first.
- Take immediate or prompt action.
- Doing nothing' is not an option.
- Refer to local policies and safeguarding procedures.
- Don't go it alone – seek (independent, confidential) advice.
- Keep an accurate record.

If a student reports concerns relating to patient/service user care:

1. The student should bring this to the attention of the practice assessor and/or Placement Area Manager. The link lecturer/academic assessor should be informed. Where the student does not feel able to speak directly with the practice assessor and/or Placement Area Manager they should contact the link lecturer for support to enable this.
2. The student and practice assessor/manager should refer to the NMC guidance for nurses and midwives 'Raising and escalating concerns'* and the placement organisation's raising concerns policy, which will outline processes to be followed.
3. The Link Lecturer/academic assessor should be informed so that further support and guidance can be offered to the student as required. The Personal Tutor should be notified.
4. The Link Lecturer should feedback to the Faculty Partnership Lead. The practice learning partner organisation education team should be informed. In Midwifery, the LME must be informed.
5. The student will be interviewed by the Faculty Partnership Lead who will explore the unresolved issues with the student and support the student in writing a statement, if appropriate. The Personal Tutor will be informed, and a copy of the statement will be placed in the students' personal file.
6. The Faculty Partnership Lead will review the PLPLG Multi-professional audit of the area in question as well as previous placement evaluations.
7. The Faculty Partnership Lead will investigate the issues raised with the Educational Lead within the practice learning partner organisation (or their representative) and agree a plan of action based on the "Raising and Escalating Concerns Guidance for Nurses and

Midwives" guidance.

8. The process will be case-managed appropriately, with all relevant parties updated (cohort leads, programme leads, personal tutors, the student and other parties). Feedback will normally be given within 2 weeks of the original concern being raised and then at a timeframe agreed between the Faculty, the practice learning partner organisation and the student. If the concern is formally investigated by the PLP, this timeframe will be longer than two weeks.
9. The Faculty Partnership Lead will record the outcome of the investigation and provide feedback to the student, Link Lecturer, Personal Tutor and Programme Lead.
10. The practice learning partner will feedback to the relevant placement area/staff.
11. A record of the incident, actions and outcome will be maintained by the faculty [here](#) (access restricted to KCL staff).
12. The Associate Dean (Practice Learning) will be kept apprised of the situation and receive a copy of the relevant report.

*Raising and Escalating Concerns. Guidance for Nurses and Midwives (online) (2019). Nursing and Midwifery Council. Available from: <https://www.nmc.org.uk/globalassets/blocks/media-block/raising-concerns-v2.pdf> at <https://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/> Accessed 19.04.2022

B. Issues related to interpersonal relationships: bullying, harassment and racism experienced by a student

student reports concerns relating to interpersonal relationships: bullying, harassment and racism:

1. The student should inform the Link Lecturer and contact should be made with the Faculty Partnership Lead to ensure student support and advice is offered. A practice learning partner and [College incident form](#) should be completed.
2. Local practice learning partner policies should be consulted and support provided to the student if local mediation is suitable and available. The Personal Tutor should be informed and a copy of all relevant documentation must be retained in the student file. In midwifery the LME must be informed
3. If the above is not appropriate or available the student will be interviewed by the Faculty Partnership Lead who will explore the issues raised with the student.
4. The student is assisted to complete a statement, as appropriate, by the King's Faculty Partnership Lead. A copy of the statement will be placed in the students' personal file. In Midwifery the LME must be informed.
5. The Faculty Partnership Lead may undertake to contact the Practice Placement Manager/Senior Manager directly as appropriate.
6. The formal Trust process for dealing with serious complaints may need to be implemented, if appropriate, through the Senior Nurse/Manager, or Clinical Placement Facilitator. This should be clearly communicated to students by the placement education team at induction.
7. The Personal tutor is informed by the student and/or the Faculty Partnership Lead and appropriate support provided.
8. As appropriate, the complaint will be followed up.
9. The Practice Area is contacted and informed of the student having made a formal complaint. A copy of the complaint will be sent to the practice learning partner as appropriate. The wellbeing of the student must remain a key consideration when decisions are made about the timing of information being sent to the placement organisation
10. The Faculty Partnership Lead will follow up the complaint following a two-week interval if there has been no contact from the Practice Area as to how the situation has been resolved.
11. Feedback is given to the student as appropriate in relation to any outcome(s)/action(s) taken as a result of the complaint.
12. A record of the incident, actions and outcome will be maintained by the faculty [here](#) (access restricted to KCL staff).
13. The Associate Dean Practice Learning will be kept apprised of the situation and receive a

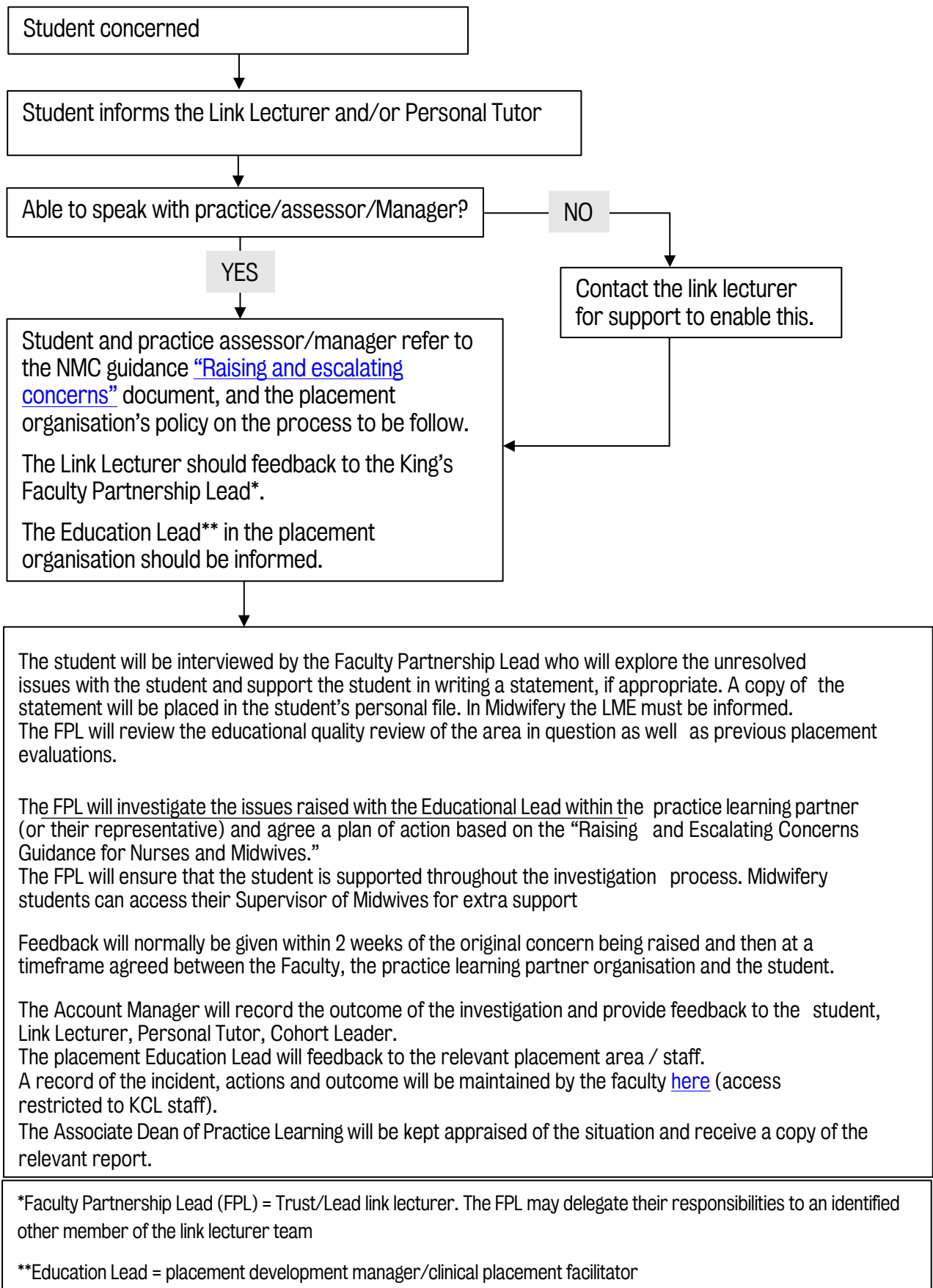
copy of the relevant report.

In addition:

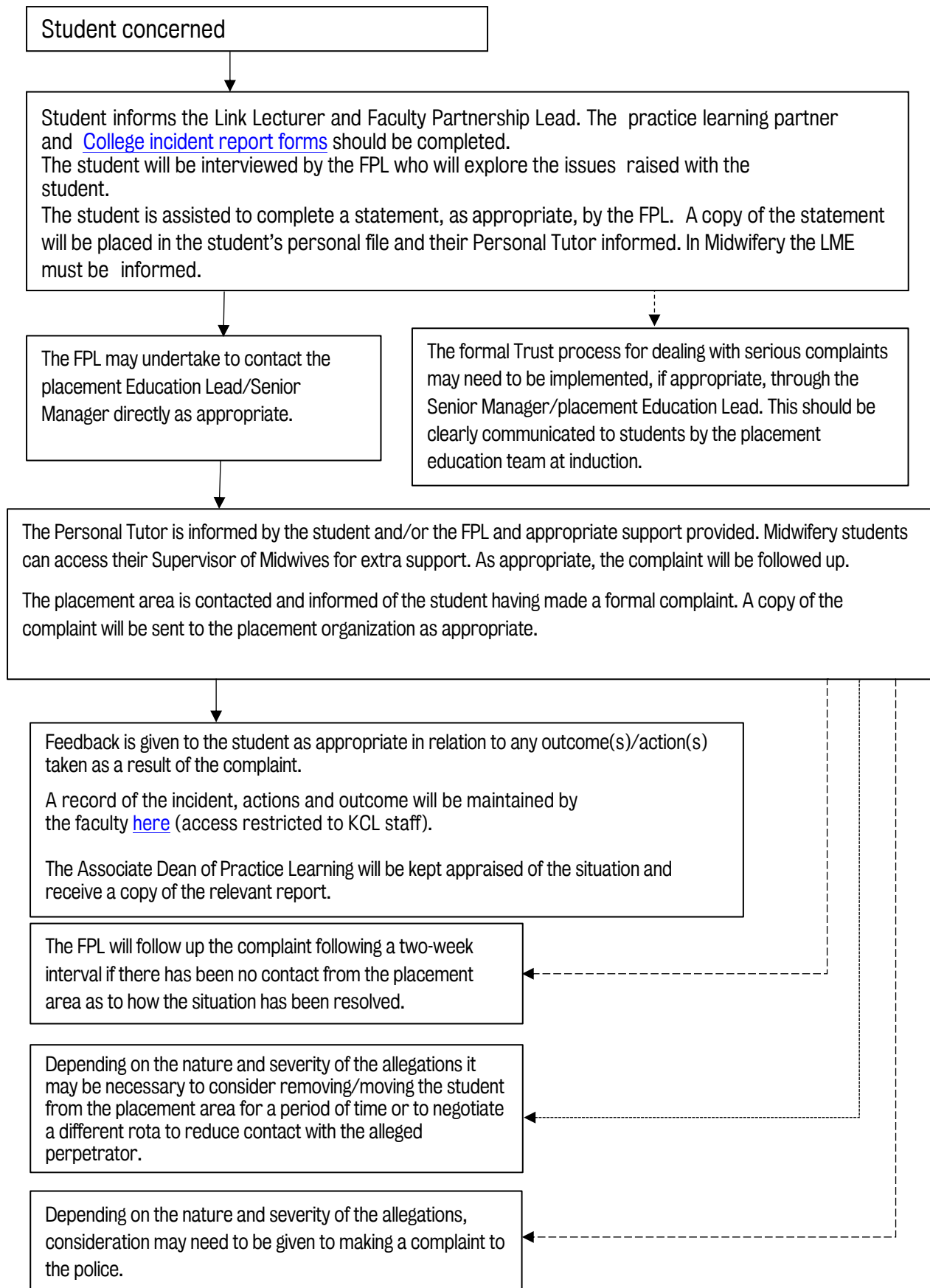
Depending on the nature and severity of the allegations it may be necessary to consider removing/ moving the student from the placement area for a period of time or to negotiate a different rota to reduce contact with the alleged perpetrator. The practice learning partner, upon being informed, may choose to move/remove the member of staff.

Depending on the nature and severity of the allegations, consideration may need to be given to making a complaint to the police.

a. Issues Related to Patient/Service User Care (Flowchart)



b. Issues related to interpersonal relationships: bullying, harassment and racism experienced by a student (Flowchart)



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