

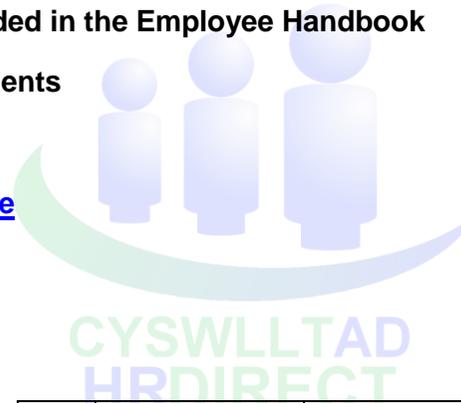
# LEAVERS & EXIT INTERVIEW PROCEDURE

This document is subject to the policy statement included in the Employee Handbook

This document is subject to the standard policy statements

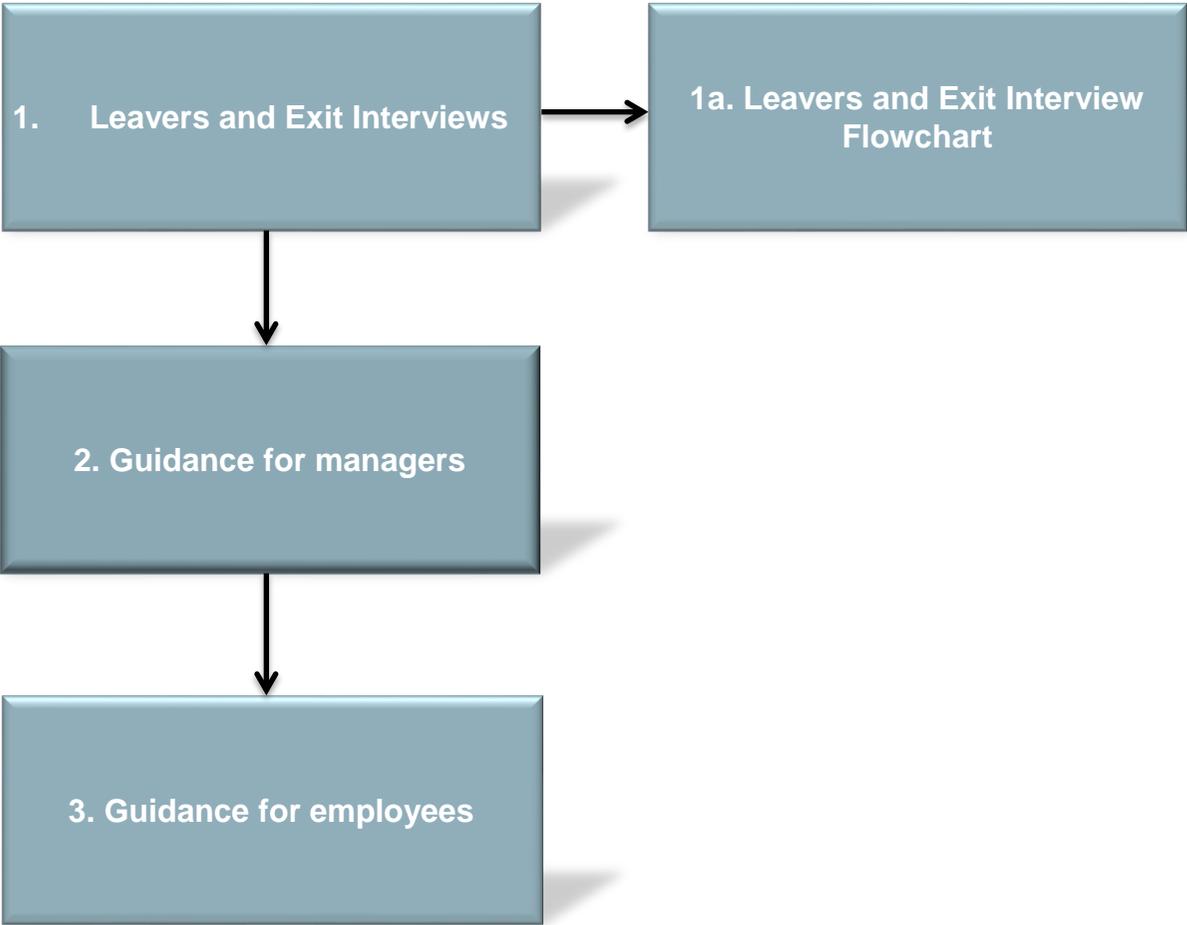
To view FAQs click [here](#)

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<b><i>Date agreed &amp; Implemented:</i></b>	
<b><i>Agreed by:</i></b>	<b>Full Council</b>
<b><i>Review date:</i></b>	
<b><i>Frequency:</i></b>	

<i>Ver</i>	<i>Status</i>	<i>Date</i>	<i>Reason for Change</i>	<i>Authorised</i>
1.0				Full Council



# TIMESCALES

Notice Periods for Leaving	Various – see section one below
Manager to send Leavers Form and Original Resignation Letter to HR Direct	Immediately – documents must be received into HR Direct by 1 <sup>st</sup> of the month that the employee is leaving.

# ROLES AND RESPONSIBILITIES

## HEADS OF SERVICE

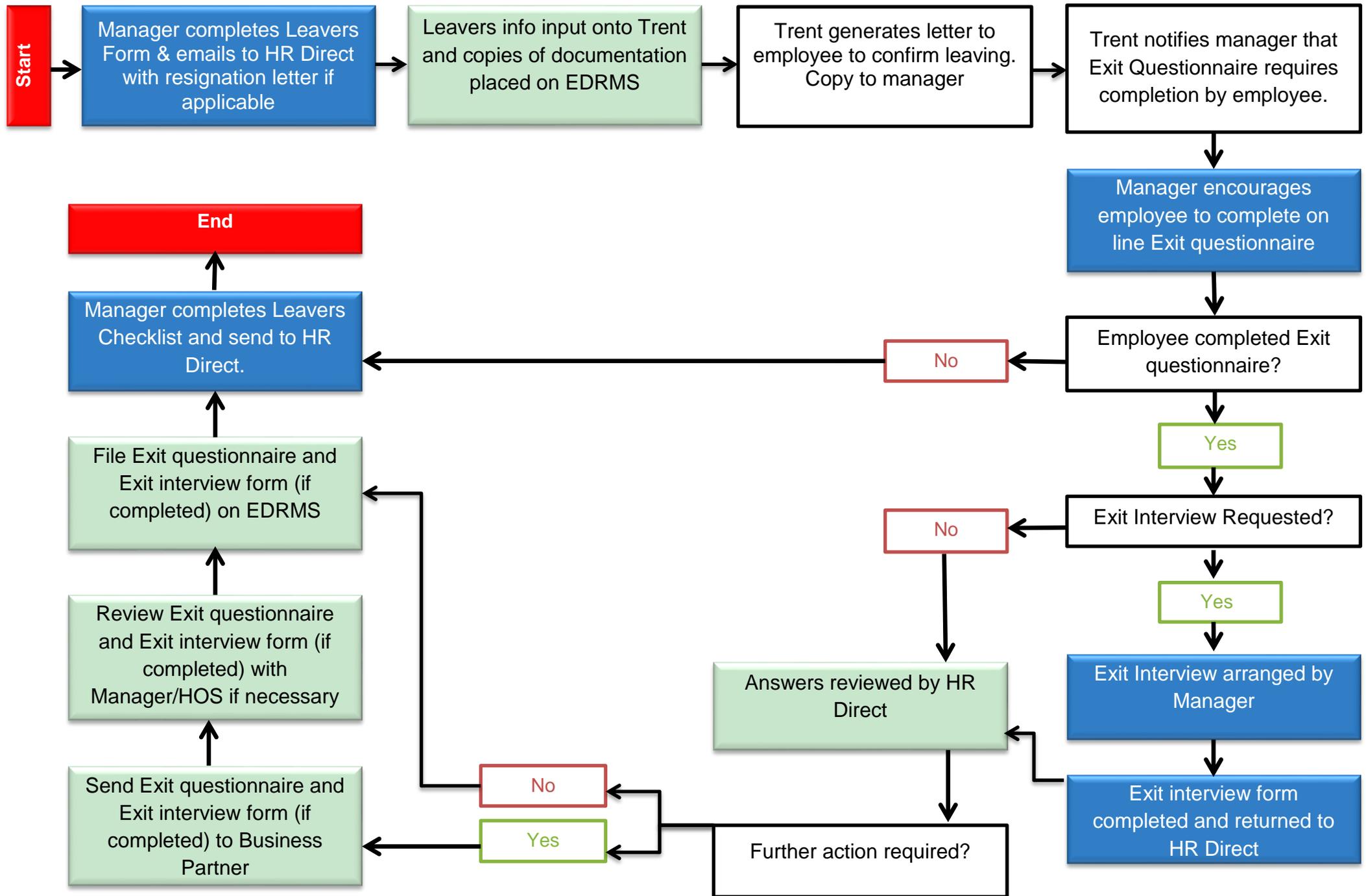
- Ensuring the policy is followed and implemented.
- Review numbers and percentages completed for their service from workforce planning data.

## MANAGERS

- Complete [Leaver Form](#) and send to HR Direct promptly along with a resignation letter if applicable.
- Ensure that the [Leaver Checklist](#) is completed before the employee leaves the post.
- Ensure that employees leaving the council or transferring to a different post in the council are aware of this policy and encourage them to complete an [Exit Questionnaire \(on-line\)](#)
- Issue a paper version of the [Exit Questionnaire \(paper version\)](#) to the employee if requested prior to their leaving or transferring.
- Meet with the employee to make appropriate arrangements for the person to disengage from the post – complete leavers checklist.
- Hold an exit interview if requested by the employee.

## HR DIRECT

- Reviewing and revising the policy.
- Update Trent upon receipt of leaver form.
- Contact the employee leaving or transferring, asking them to complete an on-line exit questionnaire. Alternatively, issue a paper version of the exit questionnaire to the employee as necessary.
- Hold an exit interview if requested by the employee.
- Consider the content of exit questionnaires/exit interviews and contact the employee if a full discussion is required.
- Take appropriate action in relation to exit questionnaire/exit interview findings.
- Produce statistical analysis on a quarterly basis for Business Partners.



# 1. Leavers and Exit Interview Process

## Introduction

This procedure highlights the process which is to be followed prior to employee leaving their current post or the council. This procedure is to accompany the [Leaver Checklist](#) in order for line managers to deal with leaving arrangement effectively.

## Resignation from the employee

An employee must give their resignation in writing with the appropriate notice period, including their intended last day of service to their line manager.

## Notice Periods

During 6 months probationary period	1 week
Up to Salary Grade 8	1 month
Grade 9 to Grade 11	2 months
Grade 12 to Grade 14	3 months

In addition, where there is a recognised skills shortage, the notice period for such posts will be a minimum of two months. Any employee in receipt of a market supplement will be subject to a minimum of two months' notice.

## Confirming an employee's last day of service

As soon as the letter of resignation is received, the line manager must complete the [Leavers Form](#), attaching the resignation letter and send this onto HR Direct promptly.

There may be occasions where an employee wishes to leave employment earlier than their contractual notice period for example an employee is required to give two months' notice but wants to leave within 5 weeks. In these circumstances it will be at the line managers discretion as to whether this is permitted, taking into consideration the needs of the service and the length of time it will take to recruit a replacement if applicable etc.

## **Completing the Leavers Checklist – line managers responsibility**

The [Leavers Checklist](#) must be completed by the line manager and prior to the employee leaving the Council and sent to HR Direct.

- Annual leave – if the employee has outstanding annual leave then a discussion must take place as to how the annual leave can be taken before the employee leaves the council. Payment in lieu of leave will only be paid in exceptional circumstances where the employee is unable to take all of the leave before their leaving date, for example, due to the pressure of work or operational reasons which have been discussed and agreed. The manager will need to ensure that any leave to be paid on departure is noted on the [Leavers Form](#).
- Payroll – line managers must complete the Leaver Form as soon as possible (attaching the resignation letter) and send to HR Direct before the 1<sup>st</sup> of the month to ensure the paperwork is processed on time. The [Leavers Checklist](#) can be completed separately and sent at a later date.
- Learning and Development – line managers are responsible for checking whether any costs are owed to the council. For further information please see the Learning and Development Policy or the Employee Handbook.
- Salary sacrifice – employees are required to inform the relevant sacrifice schemes that they are leaving the council and agree the next steps.
- Lease cars – employee will need to contact the Fleet department and notify them of their intention to leave the organisation and their final day of employment.
- Relocation expenses – employees may be required to reimburse the council of any relocation expenses which have been paid. For further information please refer to the Relocation Policy or contact HR Direct / Payroll.
- Expenses – the line manager is to ensure that they employee has submitted any final claim forms for outstanding expenses, for example, travel and subsistence.
- ICT systems and equipment – line managers are responsible for the following:
  1. Ensuring that permissions are removed
  2. Information or files are accessible after the employee leaves
  3. ICT equipment is recovered

- Other property – Line managers must ensure that all property belonging to the council is returned before the employees last working day.

### **Rescinding a Resignation**

Employees must be informed that any request to rescind a resignation, must be in writing and that there is no automatic acceptance of this request. Each case will be considered by the line manager and there is no right of appeal against the line manager's decision. However, if the resignation was in the heat of the moment and there are special circumstances, the manager should allow a cooling-off period to ascertain if any other matters arise to cast doubt on whether the employee really meant to resign.

## **2. Guidance for Managers**

When an employee resigns from their post, or transfers to a different post within the council, the line manager should encourage the employee to complete the [Exit Questionnaire \(on-line\)](#) and consider the option of attending an exit interview.

The line manager must complete a [Leaver Form](#) and forward it to HR Direct along with a letter of resignation if applicable.

The line manager should arrange to meet with the employee to make appropriate arrangements for the person to disengage from the post through the completion of the [Leavers Checklist](#).

If requested by the employee, the line manager should convene an exit interview. An exit interview should only be convened once an employee has completed the online exit questionnaire. The purpose of the exit interview is to gather any additional information the employee feels was not covered in the exit questionnaire itself.

The exit interview will usually be conducted by the line manager from the employing department, but it is accepted that occasionally an individual may request that the interview be held with a senior manager or by an officer from HR Direct. It should be made clear to the employee by the line manager when arranging the exit Interview that alternative arrangements can be made if necessary.

Any notes taken during the exit interview should be made on the [Exit Interview Form \(paper version\)](#) and submitted to HR Direct.

The exit questionnaire and any discussion notes should be used as follows:

- For reviewing the post.

- To follow up any grievance or dissatisfaction expressed by the member of staff and ensure that all such issues are acted upon speedily and appropriately.

A note will be made of any matters of grievance or dissatisfaction and how they have been resolved.

All employees are encouraged to complete an Exit Questionnaire, including employees who are dismissed for conduct or capability reasons, are redeployed or are retired on the grounds of ill health. Employee participation in both completing an exit questionnaire and attending an exit interview are voluntary and cannot be imposed.

Line managers must use all their skills of tact, diplomacy and reassurance, to encourage employees to participate in this important exercise. Line managers conducting an Exit Interview must be flexible, sensitive and supportive to employees who have a disability and may require assistance. Reasonable adjustments may include having a representative present, allowing extra time to complete the form or providing the form in alternative formats such as large print.

The contents of the Exit Questionnaire will be considered by HR Direct. Having noted their comments, the appropriate officer will decide whether the Exit Questionnaire is filed for information purposes or whether the employee is contacted to discuss matters further and/or to attend an Exit Interview with HR Direct during the notice period.

Any issues raised on the Exit Questionnaire or at the Exit Interview either with the line manager or HR Direct, will be addressed and action taken. This action may include:

- Speaking with the employee as detailed above.
- HR Business Partners discussing issues with the Line Manager if appropriate.

A record of all completed Exit Questionnaires/Interviews will be maintained on Trent for monitoring and statistical purposes. HR Direct will examine statistics on a quarterly basis in respect of all leavers which will include:

- The number of employees leaving the council or transferring to different posts within the council.
- The number of Exit Questionnaires completed.
- Analysis of reasons for leaving or transferring.
- Information on any action taken as a result of findings.

### 3. GUIDANCE FOR EMPLOYEES

The information the Council receives from Exit Questionnaires and Exit Interviews helps us identify where change may be necessary to improve the employment experience at the council.

The Council's policy is that all employees are asked to complete an on-line Exit Questionnaire when they either leave the council or transfer to a different post in the council. In addition, such employees may request an Exit Interview with their line manager or HR Adviser to discuss the content of the Exit Questionnaire.

However, employee participation in both completing an Exit Questionnaire and attending an Exit Interview are voluntary and cannot be imposed.

You can access the on-line [Exit Questionnaire here](#). The on-line questionnaire is quick and easy to use and should only take a few minutes to complete and submit.

The contents of your completed Exit Questionnaire will be considered by HR Direct. Having noted your comments, your questionnaire will either be filed for information purposes or you may be contacted to explore comments further. You may also be asked to attend a meeting conducted by HR Direct.

If you choose to participate in the Exit Questionnaire/Exit Interview process please be assured that the objective is to try to improve the work and working environment for employees and your input, prior to leaving the post, will be extremely valuable to us.

There may be issues raised within your Exit Questionnaire or Exit Interview that the Council may need to act upon. Such action may include HR raising the issues to Managers where further investigation is required.

The Council would like you to be as honest and open with your feedback as possible and would like to assure you that there will be no repercussions, or victimisation, as a result of your response. If you do feel you have suffered any detriment as a result of your Exit Questionnaire/Exit Interview responses you should inform HR Direct as soon as possible.

## FAQ's

### **Do internal employees who leave one department and transfer to another need to complete an exit questionnaire?**

Yes, as the feedback is always relevant and useful. Employees who move internally and externally to the council are required to complete an exit interview questionnaire.

### **Will the council accept a verbal resignation?**

No, all resignations must be in writing and signed by the employee.

### **Can an employee resign via email or does it have to be in a letter format?**

The council will accept an email as a form of written resignation and will accept an electronic signature.

### **Can an employee rescind their resignation at a later date?**

The decision will be at a manager's discretion as to whether they will allow an employee to rescind their resignation. However if the resignation was in the heat of the moment and there are special circumstances, the employer should allow a cooling-off period to ascertain if any other matters arise to cast doubt on whether the employee really meant to resign. A reasonable cooling-off period may only be a day or two, but this will depend upon the facts of the individual case.

### **How does an employee find out their notice period?**

Your contract of employment/terms and conditions will detail what your notice period is. The employee handbook will also detail notice periods for particular grades. For hard to recruit to posts and post that attract a market supplement, the notice periods will differ from the standard ones.

### **What happens to an employee's annual leave?**

Where possible the employee should take what remaining annual leave they have before they leave the council, however where this is not possible then the manager will need to ensure that this is noted on the leavers form so that the annual leave is paid to the employee in their final salary.

### **Can an employee be paid for Flexi leave (through vision time) accrued if they have not taken this before they leave the council?**

No, the employee must use any flexi leave/time accrued through vision time before they leave. Any flexi time that is not used will be lost.

**What happens to any salary sacrifice schemes that they employee is part of at the departure?**

Employees must ensure that they contact the salary sacrifice scheme providers to agree the next steps. Payroll must also be informed.

**Does an employee have to pay back any costs related to courses, training, qualifications that have taken place during their employment?**

This may be the case. The manager will need to refer to the learning and development policy or contact HR Direct to have confirmation of what is contained within their personnel file with regards to fees paid etc.

**Will an employee need to payback any relocation expenses?**

Line managers will need to contact HR Direct who will advise on this matter. Reimbursement fees will depend on the date in which they received relocation expenses.