

# HR & OD POLICIES

human resources and organisational development



## Employee Exit Information

## Procedure

## 1. INTRODUCTION

The following procedure indicates the roles, responsibilities and actions, which must be undertaken in order to obtain and monitor exit information.

## 2. ROLES AND RESPONSIBILITIES

Roles and responsibilities are detailed below:

- Employee is to give full and honest answers to the exit questionnaire and exit interview, if undertaken.
- It is the responsibility of the line manager to ensure that all employees leaving on a **voluntary** basis are given the opportunity to complete an exit questionnaire and attend an exit interview if they wish to provide more detailed information.
- Exit Interviewer is to ensure that the information gathered is treated confidentially and sensitively and organised before the employee leaves the authority. The interview should be undertaken away from the employee's normal place of work where possible.
- HR is to collate and analyse the information received from Services and provide support and guidance to line managers in relation to any issues identified during the exit process.

## 3. EXIT QUESTIONNAIRE

When an employee tenders their resignation the line manager should inform the employee that they have the opportunity to complete an exit questionnaire. Line Managers are expected to encourage employees to complete the questionnaire and explain that the purpose is to use the information to identify areas for improvement.

The line manager will be responsible for ensuring that the "remove an employee" process is completed (via askHR portal) to take the employee out of his/her post.

[askHR portal](#) → I am a line manager → Employee Contract Change → Remove an employee from a position

Employees identified as leaving for a **voluntary** reason should, without delay, be provided with an [Exit Questionnaire](#) by their line manager (or their nominee).

These should be pre-completed with:

- Employee Name
- Payroll Number
- Post
- Leaving Date

Once completed, the questionnaire should be emailed to [HRODRewardandAnalytics@aberdeenshire.gov.uk](mailto:HRODRewardandAnalytics@aberdeenshire.gov.uk).

Where a hard copy is sent to the employee, he/she should be provided with a stamped addressed, confidential envelope in which to return the completed questionnaire to HR&OD Reward & Analytics Team at Woodhill House.

The line manager must ensure that all employees who leave Aberdeenshire Council voluntarily, are given a leaving letter, acknowledging receipt of their notice, detailing any entitlements such as annual leave, thanking them for their Service and wishing them well for the future.

Any employee leaving more than one post should be given an exit questionnaire for each individual post.

## 4. EXIT INTERVIEW ARRANGEMENTS

If the employee indicates on the exit questionnaire that they wish to undertake an exit interview, then HR&OD will notify the Service Support Manager (or their nominee) . The Service Support Manager must arrange the interview and ensure that the interviewer **is not the employee's direct line manager**. This interview should be arranged before the employee's last day and should take place, wherever possible, in a location that is not the normal place of work for the employee. The purpose of the interview is for the employee to detail any areas of concern.

The employee should be notified by the Service using the [Exit Interview Letter](#) the interviewer will complete the Exit Interview Questions form [Exit Interview Questions](#) which the employee will sign at the end of the interview.

If the employee is not comfortable with the interviewer identified, they will be asked to contact the Service Support Manager to discuss. If the Service Support Manager agrees, then arrangements will be made for a different interviewer to be allocated.

Where an employee has indicated harassment, discrimination or relationship/communications issues with their line manager as a reason for leaving, this will be notified to the relevant HR Advisor for the Service area. The HR Advisor will then contact the individual and arrange an Exit Interview if required.

If an employee is resigning from more than one post with the same line manager. they may undertake the interview in terms of all posts. This should be indicated on the Exit Interview form.

If an employee expresses a wish to submit further written information without attending an interview, then this would be acceptable. However, the preference would still be for an interview to take place.

## 5. EXIT INTERVIEW

If anything of a particularly serious nature is imparted at the interview, for example any incidents of physical violence or dangerous working practices, then this must be communicated to the Service Support Manager or HR&OD as appropriate and investigated immediately.

## 6. ADMINISTRATION OF EXIT PROCESS

Information from completed Exit Questionnaires will be collated and analysed by the Reward & Analytics Team within HR&OD. This information will then be reported to the Senior Management Team of HR&OD and the employing service identifying areas of concern that may require action.

Information from Exit Interviews should be forwarded to the appropriate Service Support Manager. It is important that Services ensure that the confidentiality of the information is maintained through all stages of the process.

The Service Support Manager will be required to forward a copy of the Exit Interview to the Reward & Analytics Team (HR&OD) with a summary of any actions taken to address any areas of concern.

Where the Exit Interview has been conducted by an HR Advisor, the HR Advisor should discuss actions with the relevant Service as appropriate and thereafter pass the interview to the Reward & Analytics Team (HR&OD) for recording

For further advice and guidance on any of the above please contact [HR&OD](#).

# Employee Exit Information

## Index of Documents

### Procedure

<b>Revision Date</b>	<b>Previous Revision Date</b>	<b>Summary of Changes</b>
17-09-2010		Creation of Documents
08-07-2013	17-09-2010	Procedure Reformatted
24-08-2015	08-07-2013	Format Update
17-09-2019	24-08-2015	Minor Amendments