



THE UNIVERSITY OF  
BUCKINGHAM

MEDICAL SCHOOL

**MB ChB**

**Raising Concerns**

This document provides guidance on how to use the Medical School's online concerns system for reporting and managing concerns regarding medical students' behaviour, academic performance, well-being and the like. A concern may be raised by anyone who comes into contact with the student and has concerns about them, including but not limited to:

- Academic and administrative university staff, both of the Medical School and of other departments
- Clinical and administrative staff of hospitals and surgeries
- Patients
- Fellow students, both of the Medical School and of other faculties
- Visitors to the Medical School
- Members of the public

Please refer to the 'Code of Practice for the Concerns Process' or contact the Student Support Lead (Dr Claire Stocker) for further information on what constitutes a concern and how the concerns process is managed.

## *1 Raising concerns*

The online concerns reporting form is available both within EMER (via the Concerns menu) or from the various 'Raising Concerns' links in Moodle. The fields are fairly self-explanatory but some guidance is provided below:

- The student name to enter is that of the student you wish to raise the concern about. If you are a student, do not put your own name here as this will raise the concern about yourself, and your name should go in the 'raised by' field.
- The 'Notify Senior Tutor' box should be ticked in those cases where there has been a breach of university regulations that the Concerns Group are not authorised to deal with and must be passed to the university's Senior Tutor for the issuing of a fine to the student. It is automatically ticked if the 'breach of university regulations' category is selected, but can be manually ticked for other categories if necessary.
- Note that ticking the 'Notify Senior Tutor' box does not automatically send a notification to the Senior Tutor. It simply informs the Student Support Lead that the Senior Tutor needs to be notified and she will do this manually.
- Leave the 'on behalf of' field blank if you are reporting a concern of your own and not on behalf of someone else. This should be used in cases such as a doctor raising a concern on behalf of a patient who wishes to remain anonymous and the doctor is the point of contact regarding the concern.
- Please be aware that in the interests of transparency, all information you provide in the Comment box will be shown to the student involved. For this reason you should avoid including information you do not wish the student to see and should communicate this separately and directly to the Student Support Lead instead.
- The location is required as this is used to provide statistics of where concerns are occurring.
- If an email address is entered, a confirmation email will be sent to this address when the concern is approved to inform you that your concern has been logged and will be dealt with by the Concerns Group. Leave this blank if you don't want to receive email confirmation.
- At least one tag is required as these are used to categorise concerns in the statistical reports.

- Concerns cannot be edited once they have been submitted so there is a two-stage saving process to verify the details you entered are correct. Click 'preview before saving' to show what will be saved, then either click 'edit' to make further changes or 'save' to write the concern to the database. Until you click 'save', no data will be recorded in the database and if you exit without saving your concern will be discarded.
- When your concern is saved, the Student Support Lead will receive an email notification and will review the concern and make a decision to either approve or reject it. Once approved, it will be released to the Concerns Group for further action, but in some cases it may take some time to be approved if further evidence needs to be gathered to verify if this is a genuine cause for concern.

## 2 *Your concerns*

This is available to all registered EMER users and shows the concerns that you have personally created. It allows you to look back and refer to the details you entered of your existing concerns, for instance to prevent accidentally creating a duplicate concern for the same issue.

The above facilities are available to all registered EMER users, and in the case of raising concerns to all registered Moodle users as well (i.e. all students and staff of the Medical School). There is also a paper form available for those who have no access to EMER or Moodle, which can be sent to the Student Support Lead by post or email and will be entered into the database by her.

---

*Document Version Information*

Document Title: Raising Concerns

Originator: Adam Floyd

Date: September 2018

Replacing Document: Original)

Approved:

Date: