



EXIT INTERVIEW POLICY & PROCEDURE

V1.0 November 2025

POLICY STATEMENT

All members of staff leaving ELCAP's employment (except those who are dismissed or who have experienced redundancy) will be offered an exit interview by their immediate line manager.

ELCAP use exit interviews as a tool to gain constructive feedback from ex-staff. This feedback is shared with the Line Manager, Registered Manager and Chief Executive and action is taken to improve staff retention and staff management.

PROCEDURES

The manager conducting the interview will have reviewed your induction, direct observations, continuous professional development and attendance records prior to the interview.

If you are dismissed or have experienced redundancy no exit interview is offered. Otherwise, when you give your resignation your immediate line manager will offer an exit interview.

If you say that you wish to have an interview but the interview does not happen, a form will be emailed to you requesting that you complete and return the form. Where possible, you will still be offered a meeting with your line manager.

The form completed at the interview or emailed will be shared with your Line Manager, Registered Manager and Chief Executive in order that ELCAP can improve retention of staff and deal with any unresolved staff support issues.

A summary of the reasons why staff leave ELCAP will be presented to ELCAP's Board.

The Chief Executive will ensure a record of the action taken.

Request for References

Request for a reference will be written by the member of staff's line manager and follow ELCAP's standard reference template.