**Appendix 3**

**Guidance Notes for Conducting Exit Interviews**

1. **Purpose**

The purpose of an Exit Interview is to fully investigate the reason for an employee resigning from their post and to use the feedback from the completion of the Exit Interview proforma to review the job content and also to address any other important issues that are raised. The information gained from the Exit Interview can also be used to provide useful feedback in monitoring the effectiveness of recruitment and retention and may provide us with some of the underpinning knowledge we need to assist us with our recruitment and retention strategies.

1. **Conducting the Interview**

Managers should try to arrange Exit Interviews wherever possible.

Employees must not be forced to take part in an Exit Interview. Participation, this should be purely on a voluntary basis. Employees should be given the assurance that the details of the interview will not be entered on their personal file or disclosed in future references.

Employees should be offered a date and time for their Exit Interview which provides them with at least one weeks notice.

Interviewers should make it clear to the employee that although in general information obtained in the interview will be kept confidential any information which gives rise to concerns about the conduct of the establishment in which they work or indicates the possibility that misconduct may have occurred may be disclosed to their line management and other appropriate agency.

At no time should the Interviewer argue or disagree with the view of the employee. The Interviewer should write down all comments made by the employee.

Employees sometimes disclose information which may give cause for concern. If it is a situation which the Interviewer is unable to resolve then advice should be sought from a Business HR Representative.

Interviewers should encourage the staff member to give specific reasons for leaving. The Interviewer should ask probing questions to establish exact reasons for leaving.

The Interviewer should ask open questions and allow the staff member to give their views. The Interviewer should never ask leading questions.

Where applicable the Interviewer should confirm the details of the staff member’s new post.