

## Supporting and Escalating Concerns: Pathway for Learners

\*Pathway 3 HEE supporting process

Concern comes in via  
EscalatingConcerns.SW@hee.nhs.uk

- In-box checked daily by Band 5 Administrators in Severn and Peninsula
- Record concern on central spreadsheet
- Send acknowledgement receipt to Learner
- Details of concern emailed to Band 8a and/or Band 7 for action

- Band 8a and /or Band 7 makes judgement as to necessary action e.g. contact DME and or DoN to investigate
- Involve AD and / or Postgraduate Dean as necessary
- Update central spreadsheet with action taken

- Band 8a / Band 7 add to Quality Register if ongoing monitoring is required
- Band 8a / Band 7 contact Learner with outcome
- Band 8a / Band 7 record outcome on central spreadsheet and inform all those concerned