



SAFFRON WALDEN
TOWN COUNCIL

Exit Interview Protocol

Version	Adopted Policy Date	Minute Reference	Review Date
1	September 2024	F&E 135-24	September 2025
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Saffron Walden Town Council

Exit interviews and questionnaires provide valuable feedback on how well we are performing as an employer. They help us identify where change is necessary to improve the employment experience with us.

This policy provides a framework to receive feedback from employees leaving the authority or transferring to a new post with us.

It is both unfortunate and expensive when an employee decides to leave the Council. It is important that we find out the reason why so that we can try to avoid losing staff in the future. Once an employee has resigned, they are more likely to give honest input, which is invaluable to the Council.

When an employee resigns one of the senior management team will invite individuals to complete the overleaf questionnaire and to attend an exit interview to discuss the answers provided, the questions are listed below. Notably this is voluntary and cannot be mandated.

Exit questionnaires and interviews are not required if an employee is:

- Dismissed for conduct or capability reasons
- Retiring on the grounds of ill health

The individual conducting an exit interview must be flexible and supportive to employees who have a disability and may require assistance.

Reasonable adjustments may include:

- having a representative present
- allowing extra time to complete the form
- providing the form in alternative formats such as large print

SWTC will keep a record of complete exit questionnaires and interviews. This will be for monitoring and statistical purposes.

There may be issues raised within your exit questionnaire or interview that we need to act upon. The Town Clerk may:

- raise the issues with managers
- notify senior managers and / or Councillors as appropriate where further investigation is required



The Town Hall
Market Street
Saffron Walden
CB10 1HR

T: (01799) 516501

Insert date

Dear (**insert name**)

We ask you to complete the following exit questionnaire and please return it to
(*insert name of contact*).

With your permission, selected information gained from this questionnaire will be discussed with your line manager. The aim of this is to ensure that any problem issues can be discussed and resolved before you leave.

A copy of this questionnaire will also be placed on your personnel file.

Thank you for your comments.

Employment dates with SWTC (to and from)
Position on leaving employment with SWTC
Are you moving to start a new job? YES/NO* (<i>*delete as appropriate</i>)
What made you decide to leave the Council?
Is there anything the Council could have done to make you stay?
Have you generally been happy during your time with the Council? <i>Please explain your answer</i>
What did you like most about your job and why?
What did you like least about your job and why?

Were your job duties and responsibilities clearly defined?
How did you feel about your workload?
What do you think you have gained from your time with the Council?
Were you given sufficient opportunities for training and development? If not, what more did you need?
Did you feel that your health and safety at work was provided for?
What do you think is good about the Council?
What could the Council improve on, both generally and in terms of your particular job?
How do you feel about the pay and benefits package provided by the Council?
How would you describe your working relationship with your line manager? For example, did they show fair treatment, make you feel your contribution was valuable, provide encouragement and help where necessary, give praise for work well done and listen to your suggestions?
How would you describe the level of staff morale in your department?
Please add any other comments you wish to make. You may wish to comment on your place of work, the people you work with or the job that you do.
Do you have any objection to this questionnaire being discussed with your line manager? YES/NO* (<i>*Delete as appropriate</i>)

Name:

Signed:

Date: