



Exit Interview Policy and Procedure

It is good practice for organisations to undertake exit interviews for all staff, volunteers and management committee members/ trustees who leave the organisation.

Where possible those leaving should be invited to participate in an exit interview and given an exit evaluation form to complete and send in by post after they have left the organisation.

Exit interviews should be conducted by a person who has management responsibility but who is not the person's direct line manager (and will be nominated by the trustees.) The interview should be conducted in a private setting at a time and place convenient to the interviewee.

It should be seen as a opportunity to celebrate their work with the scheme, to say thank-you and to offer support for their future endeavours. Their good will play an essential part in maintaining the ongoing positive profile of the organisation. The interview should be used to elicit feedback regarding their experience of working in the organisation.

The areas for discussion should include the following:

1. Why were they originally attracted to the post?
2. Did the reality match up to their expectations?
3. How do they view the work of the voluntary sector generally and this organisation specifically?
4. What comments would they like to make about the quality of supervision that they received?
5. How did the development opportunities that they were offered meet the needs of the job?
6. What did they most enjoy with their time with the organisation?
7. What did they find most difficult about their role or working with the organisation?
8. How could the organisation have better supported them in their role?
9. What needs to be changed to better assist anyone else coming into the position in the organisation ?
10. What are their reasons for leaving the organisation?
11. Under what circumstances would they consider coming back?

12. Would they recommend the organisation to anybody else? Who and why/

Information from this interview should be used when recruiting a replacement and to support the organisation to develop its practice and personnel functions.

This provides the organisation with the opportunity to learn from the experience of previous employees and provides the ex-staff member /trustee to comment on their experience of working with the organisation