
Employment Reference Policy

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1 Giving an employment reference

- 1.1 The Public Services Ombudsman for Wales (PSOW) will provide employment references for former members of staff in the following circumstances:
- the former member of staff has given permission for a reference to be provided
 - the reference is a factual reference
 - the reference is from the organisation and is not a character reference provided by an individual
- 1.2 Employment references from the PSOW will be provided by Corporate Services/HR only.
- 1.3 The employment reference will include the following factual information only:
- period of employment
 - position on leaving
 - basic salary per annum (including the full-time equivalent salary if the individual worked part time)
 - reason for leaving
- 1.4 If Managers would like to provide a personal (character) reference, they should do this via their own personal email address or in writing, but not on PSOW headed paper. When providing a reference, Managers must make it clear that the reference is a personal opinion and not that of the PSOW.
- 1.5 This policy does not form part of the contract of employment and it may be amended at any time. PSOW may also vary this procedure as appropriate in any case.
- 1.6 This policy and procedure have been agreed following consultation with the Staff Representative Council and applies to all staff regardless of status or length of service. Substantial changes to this policy will be made only following consultation with the Staff Representative Council.

2 Permission to give an employment reference

- 2.1 Before providing an employment reference, PSOW must have the permission of the former member of staff to do so.
- 2.2 The leavers questionnaire, that all staff are asked to complete before leaving, includes a section for them to sign to confirm their agreement. Before giving an employment reference Corporate Services/HR will check that permission has been provided.
- 2.3 If a leavers questionnaire has not been completed, or the former member of staff had not signed to give permission, Corporate Services/HR will contact the former member of staff to seek their permission to provide the reference.
- 2.4 This can be done either through the employer or company requesting the reference, or direct to the former member of staff where current contact details are held.

All queries about this document can be directed to policycontrol@ombudsman.wales