
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, as employer 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:
- start and end date of employment
 - job title on leaving
 - reason for leaving, whether voluntary resignation or not
- 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 has been agreed following consultation with the Trade Union 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 Trade Union and Staff.

2 Permission to give an employment reference

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- 2.1 Before providing an employment reference, PSOW must have the permission of the member or 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 has not signed to give permission, Corporate Services/HR will contact the former member of staff to seek their permission to provide the requested 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.

3 Review and publication

- 3.1 This policy will be reviewed every 2 years and published internally and externally.
- 3.2 All queries about this document can be directed to policycontrol@ombudsman.wales