



**Ombwdsmon
Ombudsman**
Cymru • Wales

Employment Reference Policy

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.
This document is also available in Welsh.

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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 have 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

- 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 (exit questionnaire) that all staff are asked to complete before leaving the organisation, includes a section seeking permission from the member of staff for PSOW to provide a reference to prospective employers, if requested to do so by those prospective employers.
- 2.3 If a leavers questionnaire has not been completed and no permission granted in writing, a reference will not be provided.

3. Monitoring, review and publication

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