

## Conducting a Return to Work Interview Managers' Guide

### Return-to-work interviews

- provide a forum for frank, open discussions about any relevant issues that may be contributing to the employee's absences;
- help to pinpoint any underlying pattern of absence or cause of absence, which can then be discussed and tackled;
- allow managers to establish as accurately as possible the reasons for absences;
- demonstrate to employees that their employer notices their absences and consistently implements a policy of monitoring and recording all absences;

Return-to-work interviews should be held in private. At the interview, managers should:

- explain to the employee that the purpose of return-to-work interviewing is to manage and monitor employees' absences so that any problem areas can be identified and support offered where appropriate;
- ask the employee about the reason(s) for his or her absence, ensuring that the question is asked in a supportive way;
- ask the employee whether or not he or she consulted a doctor or attended hospital;
- avoid asking intrusive medical questions of the employee, while at the same time seeking to establish the basic underlying cause of the absence;
- check that the employee is well enough to attend work;
- if there is any discrepancy between the employee's stated reason for the absence and the information given when notification of absence was originally provided, ask the employee to explain the discrepancy; and
- review and check the employee's self-certification form, make sure the employee has signed it, and countersign the form.

If a manager has any grounds on which reasonably to conclude that the employee's absence was not genuinely for the reason given, the manager should put the evidence to the employee directly so that he or she has the opportunity to respond and provide an explanation.

The manager should make a record of each return-to-work interview on the attached form.

The form should be completed at the conclusion of each return-to-work interview and a copy provided to the employee. It should be borne in mind that each employee will, under the General Data Protection Regulation, have the right of access to the record once it is placed in his or her file.



\*\*\*\*\*STRICTLY PRIVATE & CONFIDENTIAL\*\*\*\*\*

RETURN TO WORK INTERVIEW FORM (FOR MANAGER TO COMPLETE)

Please note that the information contained on this form is likely to be considered as sensitive data and as such needs to be processed under the provisions of the General Data Protection Regulation. Therefore information contained in the document must be treated as strictly confidential and kept in a secure location.

DATE OF DISCUSSION:
FULL NAME OF EMPLOYEE:
DATE ABSENCE BEGAN:
DATE OF RETURN:
REASON FOR ABSENCE:
DATES OF ABSENCES IN LAST ROLLING 12 MONTH PERIOD:
HAS THE EMPLOYEE BEEN UPDATED ON ANY ISSUES THAT OCCURRED DURING HIS/HER ABSENCE? YES / NO
ANY ISSUES THAT EMPLOYEE WISHES TO RAISE FOLLOWING THEIR RECENT ABSENCE?
WERE THERE ANY OTHER REASONS FOR THE ABSENCE?
DOES THE EMPLOYEE FEEL THE REASON FOR THEIR ABSENCE WAS CONNECTED TO WORK? YES / NO
DOES THE EMPLOYEE CONSIDER THEMSELVES TO HAVE A DISABILITY? YES / NO
DO ANY REASONABLE ADJUSTMENTS NEED TO BE CONSIDERED?
DETAILS OF SUPPORT OFFERED TO EMPLOYEE (ACTIONS AGREED, INCLUDING TIMESCALES) AND IF APPLICABLE, FUTURE ACTIONS TO MANAGE ATTENDANCE:

I UNDERSTAND THAT THIS INFORMATION WILL BE USED FOR THE PURPOSES OF RECORDING AND MONITORING SICKNESS ABSENCE.

SIGNED EMPLOYEE: ..... DATE: .....

PRINT NAME: .....

SIGNED MANAGER: ..... DATE: .....