

## **STATEMENT TO ALL STAFF**

### **Duty of Staff**

- 1) It is the duty of all staff to promote the interests of service users. Staff are reminded of the overriding duty of care to safeguard the physical, emotional and social well-being of service users.
- 2) It is the duty of all staff to bring to the attention of senior colleagues or authority any matter which:
  - i) causes them concern
  - ii) is considered to be, or likely to be detrimental to the interests of service users
  - iii) appears to conflict with the statement to service users.
- 3) Any concerns you have should usually be reported to senior staff. There may, however, be occasions when you need to discuss your concerns with others, for example members of the Service Support Committee, other senior members of NAS staff from outside the service, or persons who are totally independent of the service. The latter might include the inspection and monitoring department of the local authority, or the police. Discussing your concerns with colleagues may help you to decide on the action to be taken, but the fundamental point to remember is that if you have any concern remaining you must report it.
- 4) Staff are reminded that it is their duty to pursue concerns and complaints if they feel that these have not been adequately resolved. Procedures regarding Grievances and Allegations against another member of staff help them to do this (See Section Six). It is the duty of the NAS to support its staff in bringing such matters to its attention.

## **STATEMENT TO SENIOR STAFF**

### **Duties and Responsibilities of Senior Staff:**

- 1) It is the duty of all senior staff to ensure that the physical, emotional and social well-being of service users are protected and promoted and that their rights are upheld. All actions should flow from this statement.
- 2) It is the duty of senior staff to report promptly matters of concern or complaint to Service Managers, other senior staff of the National Autistic Society or other suitable persons eg Chair - Service Support Committee, Registration Authority, the Police.
- 3) It is the duty of senior staff to decide on appropriate action and in every case to consider; the necessity of independent or impartial investigation of complaints or concerns.

4) It is the responsibility of senior staff to ensure that they, and staff under their control, are familiar with all aspects of this procedure.