



Royal College  
of Nursing

# Issues at Work and Writing a Statement



# “I’ve got an issue at work.”

1

Have a look at our information on [rcn.org.uk/get-help](https://rcn.org.uk/get-help), where you will find advice on our most common workplace queries.

However, if you have serious concerns about patient safety please call us.

2

**Check your contract and employer’s local policy** – these will outline your rights and your employer’s responsibilities in certain situations.

3

Where applicable it may be helpful to **make some notes in a timeline format**, for example if a specific incident has occurred or there has been an ongoing series of events.

These are for your personal use only and should not be submitted to your employer.

# “I’ve got an issue at work.”

4

Sometimes it may be possible to **resolve things informally**.

Consider whether you would feel comfortable discussing the issues with your manager or a trusted colleague. They may be able to provide support or help to resolve the situation.

5

Before talking to someone, it can be helpful to **make a note of the questions you want to ask and the points you want to raise** so that you don’t leave anything out.

It can be useful to have a desired outcome in mind as this can help structure your conversation.

6

If you agree a way forward it can be helpful to **follow this up with an email confirming the details** to ensure that everyone understands the next steps.

If your issue is still unresolved, please call us on **0345 7726 100** and have any relevant paperwork to hand.

# “I’ve been asked to write a statement”

1

**Don’t rush** – you should never have to submit a statement immediately.

You should be given reasonable time to prepare your statement and get it checked by us. You should be given clear instructions or asked to respond to a specific question. If you don’t have this, ask for it.

2

If your conduct or practice is being called into question and you were in membership at the time of the incident, please **call us on 0345 7726 100**. If you are simply being asked to provide a witness statement please see **[rcn.org.uk/get-help/rcn-advice/statements](https://www.rcn.org.uk/get-help/rcn-advice/statements)**. We do not need to check witness statements.

3

**Do your best to answer the question or allegation.**

Explain, as simply as possible, when things happened, who was there, and what you did, saw and heard. List all documents referenced in your statement and if possible, state where to find them. If you can’t remember something, say so.

# “I’ve been asked to write a statement”

4

**Format your statement** – add page and paragraph numbers, double space your lines and ensure your pages have clear margins at both sides.

5

**Check it carefully.** Have you communicated only what was asked, clearly and objectively?  
Can you provide evidence for the facts stated?  
Does the statement comply with any relevant professional guidance, as well as your employer’s local policy or confidentiality guidance?

6

**Always keep a copy for your own records.** You may need to refer to it in the future.  
Visit [rcn.org.uk/get-help/rcn-advice/statements](https://www.rcn.org.uk/get-help/rcn-advice/statements) for more information and details of what to do if you are asked for a statement in other contexts, e.g. Coroners Court or as part of a Police investigation.