

Duty of Candour Policy



1. Objectives

1.1 Xander Recruitment Group promotes a culture of being:

- Open
- Honest
- Transparent

We ensure that the service users we support through our clients are provided with care that is safe, effective, and based on best practice. Where any incidents occur that may have the potential to cause harm, Xander Recruitment Group, will act in a timely manner, investigating, reflecting, learning and, where appropriate to do so, sharing information to reduce the risk of reoccurrence.

1.2 Xander Recruitment Group understand that there are two types of duty of candour:

- Statutory duty
- Professional Duty

Xander Recruitment Group is regulated under the statutory duty of candour. However certain groups of staff at Xander Recruitment Group may also fall under the professional duty of candour, including specific roles within the Nursing and Midwifery Council (NMC).

2. Policy

2.1 To meet the requirements of the duty of candour, Xander Recruitment Group must make public commitments to relevant persons to transparency, openness and fairness in relation to the care, support and treatment of those we support through our clients.

2.2 The relevant person must be notified in person as soon as possible, and this will be followed up with a written notification that includes:

- A factual account of the incident
- An apology
- What further enquiries will be taking place
- Confirmation of when an update will be provided
- A further notification, including an apology and details of the outcome of any further investigations

2.3 Xander Recruitment Group will encourage a culture of openness and transparency by leading by example through its day-to-day actions and communications.

2.4 Xander Recruitment Group will support employees at all levels to follow this commitment, ensuring that they are not obstructed to do so.

2.5 Xander Recruitment Group will take action to remedy any incident of bullying and/ or harassment related to duty of candour

2.6 will identify any notifiable incidents related to the duty of candour

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2.7 Any incident where an individual has been obstructed in carrying out their duty of candour will be investigated by Xander Recruitment group.

Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED

A handwritten signature in black ink that reads 'Alex Stockley'.

Date: September 2026

Review Date: September 2027