

Whistleblowing Policy

1. Purpose of this policy

This policy sets out Healthwatch Sutton's commitment to work effectively together to create a culture which is open and transparent. A culture in which individuals are supported to report concerns and safety issues, and are treated fairly, with empathy and consideration, when they have been involved in an incident or have raised a concern. Wherever possible the identity of the whistleblower will be protected.

This document sets out the procedure that staff, directors and volunteers of Healthwatch Sutton can use to raise a concern about dangerous, illegal or improper activity (whistleblowing). Members of staff, directors and volunteers will not be disadvantaged in any way as a result of whistleblowing.

2. Who to contact

Step 1

Wherever possible, concerns should be raised with your immediate line manager. If you do not feel comfortable doing so, then with CEO, or if this is the same person, the HWS Chair. Failing that, concerns can be raised with another member of the HWS Board.

Step 2

The CEO will appoint an Investigating Officer and oversee the operation. The HWS Chair will oversee any issues involving the CEO.

3. Investigating the concern

Step 3

Within five working days of raising your concern, the Investigating Officer will contact you to:

- Confirm that you are handling the matter.
- Provide their contact details.
- Confirm whether any further details will be required.
- Provide you with a written summary of the concern.
- Indicate how the investigation will be handled and an initial estimation of the timescale.

Step 4

You will be:

- Kept informed of the timetable for the investigation.
- Supplied with information on support available to you.
- Informed whether further investigations will take place and if not, why not.

All relevant parties involved in the disclosure of wrongdoing will be notified of the outcomes of the investigation in writing.

4. Further concerns

If you consider that the cause for concern has not been resolved by the investigation then you should inform the Chair of the Board who will then appoint a Member of the Board to review the concern and the outcome of the investigation and consider whether further steps need to be taken to prevent further dangerous, illegal or improper activity.

5. Safeguarding concerns

Where the concern related to safeguarding the appropriate HWS Safeguarding Policy will be invoked.

Approved by Healthwatch Sutton Board of Directors: 09/03/2020

To be reviewed: 09/03/2023

Responsible Officer: Chief Executive Officer of Healthwatch Sutton