

Healthwatch Cambridgeshire Whistleblowing Policy & Procedure

1. Purpose of this document

This policy sets out Healthwatch Cambridgeshire'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.

This document sets out the procedure that staff, volunteers and board members of Healthwatch Cambridgeshire (HWC) can use to raise a concern about dangerous, illegal or improper activity (whistleblowing). No HWC member of staff, volunteer and board member will be disadvantaged in any way as a result of whistleblowing.

The HWC Escalation Policy sets out the procedure to follow when HWC is contacted by a potential whistleblower regarding service provision.

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 HWC Chief Executive Officer (CEO), or if this is the same person, the Chair of HWC. Failing that, concerns can be raised with another member of the HWC Board.

Step 2 The HWC CEO will appoint an Investigating Officer and oversee the operation. The HWC Board will be the point of contact where the issue involves the CEO.

3. Investigating the concern

Step 3 The Investigating Officer will contact the member of staff to confirm that they are handling the matter, providing their contact details and confirming whether any further assistance will be required. The member of staff will also be provided with a written summary of their concerns and how they will be handled.

Step 4 Usually, within 10 working days of a concern being raised, the person investigating the concern will write to the member of staff:

- acknowledging that the concern has been received;
- indicating how the matter will be dealt with;
- giving an estimate of how long it will take to provide a full response;
- saying whether any initial enquiries have been made;
- supplying information on support available to you; and
- saying 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 outcome of the investigation in writing.

4. Appeals

The HWC Board will consider any appeal.

5. Safeguarding concerns

Where the concern relates to safeguarding the appropriate HWC Safeguarding Policy will also be invoked.

Approved by Healthwatch Cambridgeshire Board of Directors
Date: 20 January 2016

Next Review
Date: January 2017

Responsible Officer
Chief Executive Officer of Healthwatch Cambridgeshire