

LONDON BOROUGH OF TOWER HAMLETS

WHISTLEBLOWING SUPPORTING GUIDANCE FOR INVESTIGATORS

SPEAK UP
Let's work together against what's wrong.



- Read and understand the concern that has been raised
- Note the scope of what you are being asked to do and plan your investigation accordingly considering-
 - What additional information do you need?
 - Who do you need to interview?
 - What outside agencies, if any, do you need to liaise with?
 - Do you need to liaise with the manager(s) of individual(s) who is/ are the subject of the concern.
- Estimate the time to be taken to carry out the investigation. **Remember the presumption is that the investigation should normally be completed within 3 months.**
- Write to the individual who raised the concern to introduce yourself and giving an estimated date for conclusion of the investigation. If any additional information is required before holding interviews then request it at this stage.
- Consider whether the member(s) of staff who are being complained against should be informed of the investigation or is it likely that such notification would prejudice the investigation;
- If it will not prejudice then the member(s) of staff should be contacted and informed as soon as is practicably possible;
- The investigator should liaise with the relevant manager(s), if appropriate, where it is likely that such notification would not prejudice the investigation;
- Arrange and hold interviews with all relevant people as soon as possible. This is important as memories of events can fade. **Delays in investigating will lessen the effectiveness of the procedure and make it harder to obtain the evidence. Delays can also cause unnecessary concern and resentment for the person under investigation.**
- Send statements/transcripts of interviews to the individual interviewed following the interview for them to confirm accuracy and add any clarification.
- If there are delays in the investigation, make sure to keep the individual who raised the concern informed and given updated completion estimate.
- Ensure that you make notes of each and every contact with persons during the course of the investigation;
- If you consider that the scope of the investigation needs to be changed, do not change the scope off your own back. Make sure you get the consent of the Monitoring Officer before changing the scope.

- Once the investigation has concluded, promptly prepare a written report containing the findings of the investigation. Make sure that if you are summarising interviews that the summaries are accurate. **Remember the decision as to action to be taken is for the Monitoring Officer although you should make a recommendation for consideration.**
- Write to the individual who raised the concern to advise them that the investigation has been completed and a report has been referred to the Monitoring Officer. **Do not advise that individual as to the outcome of the investigation but advise that the Monitoring Officer will consider the report and write to that individual accordingly.**
- If you have contacted the person(s) who is/are the subject of the concern and they are aware of the investigation then also contact them to advise them that the investigation has been completed and a report referred to the Monitoring Office. **Again, do not advise as to the outcome of the investigation but state that the Monitoring Officer will consider the report and write to that individual accordingly.**
- **REMEMBER CONFIDENTIALITY AND YOU MUST NOT DISCLOSE THE IDENTITY OF THE PERSON RAISING THE CONCERN UNLESS THAT INDIVIDUAL HAS CONSENTED**