

- If a concern is raised, assess whether it falls within the Whistleblowing Policy or is it should it be raised through other existing procedures (e.g. The Complaints Procedure OR CHAD Procedures)
- Ensure confidentiality and act sensitively so that an individual feels confident in raising serious concerns
- Do not ignore concerns but act upon them as appropriate
- Provide reassurance that an individual raising a concern will be protected from possible reprisals or victimisation as long as the concern is raised in good faith
- Reassure the individual raising concern that their identity will be kept confidential and not disclosed unless their consent has been obtained. Do advise them however, that there is a possibility that the investigation may reveal them as the source of the information
- Advise them that if an investigation is undertaken that it is likely that the investigating officer will need to interview them
- Advise them that if there is evidence of criminal activity that the matter will have to be referred to the Police
- Draw their attention to the Whistleblowing Policy, the flow chart, and the “Blow the Whistle” report form and explain the process to them
- Advise as to timescales:
  - Within five (5) working days commencing from the first working day following receipt of the ‘Blow the Whistle’ report form, a written acknowledgement will be sent
  - Within fifteen (15) working days commencing from the first working day following receipt of the ‘Blow the Whistle’ report form, the individual will then be informed in writing of how it is proposed to deal with the matter. **This time allows initial enquiries to be made and for a decision to be taken as to whether an investigation is appropriate and, if so, what form it should take**
  - The presumption is that the investigation should normally be completed within forty (40) working days of the date that it is decided to investigate
  - **Do advise that timescales are indicative only. The overriding principles are public interest and fairness**
- Do warn that action will be taken if the concern is raised falsely and with the intention of personal gain
- Do consider whether any outside agencies should be involved (e.g. the Health and Safety Executive or the Police)
- Advise that Investigating Officer will prepare a report of the investigation that the decision as to action to be taken is for the Monitoring Officer
- The Monitoring Officer will write to advise as to the outcome of the investigation
- **REMEMBER CONFIDENTIALITY AND YOU MUST NOT DISCLOSE THE IDENTITY OF THE PERSON RAISING THE CONCERN UNLESS THAT INDIVIDUAL HAS CONSENTED**
- **IF IN ANY DOUBT AS TO HOW TO PROCEED, PLEASE CONTACT THE MONITORING OFFICER FOR ADVICE**