## Raising a concern Anyone can raise a concern with their line manager or other appropriate contact Is it appropriate for business as usual? Has a Does the person business want to raise as usual their concern process under the whistleblowing already been used? procedure? Continue Whistleblowing with concern: business Receipt and as usual initial processes assessment **Progress to** Is it appropriate stage 1: for the Early whistleblowing resolution procedure?

- Explain why it is not whistleblowing, in writing (unless agreed with the whistleblower)
- Signpost to the INWO
- Is the concern more appropriate for HR or other procedure?
- If the concern is for a different organisation, discuss this with the person raising the concern and engage with the organisation

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## **Business as usual**

- Concerns raised as part of everyday processes for ensuring safe delivery of NHS services
- Not part of formal whistleblowing procedures but an important precursor to the process
- May be resolved on the spot or through longer procedures
- Active pursuit of resolution
- Person raising it content to pursue in this way
- If the issue of concern has not been resolved, and safe service delivery concerns still exist:
  - Be clear about the benefits of whistleblowing, especially the support and protection available
  - If they do not want to use this procedure but action is needed, inform them that action will be taken to resolve the issue, but do not record the concern as whistleblowing
- If it raises other issues that should be pursued through another process, signpost accordingly
- The whistleblower can contact the INWO directly at this stage for advice



- Is the concern from someone who can whistleblow?
- What exactly is the concern about? In particular:
  - What outcome is the person seeking?
  - Is it a whistleblowing concern?
  - Is it within the remit of your organisation?
  - Is it raised in time or are there good reasons to extend the time limit?
- If more than one concern has been raised each one needs to be assessed