

Checklist for managers receiving concerns

Preparation

- Private space and suitable location (protect whistleblower's identity and any others involved)
- Ask person if they wish to be accompanied
- If meeting taking place by phone/video call, consider any potential technical issues
- Time to listen
- Consider comfort (water, tissues etc)
- Reasonable adjustments (think about vulnerability, access to information or premises)

Introduction

- Thank the person for wanting to raise a concern
- Assure them you will take the concern seriously
- Assure them of confidentiality
- Tell them about the local process for raising concerns
- Tell them about your role in the process (receiving and stage 1)

Information gathering

- Gather full details of the concern
- Explore how many people are affected by the concern and witnesses (where appropriate)
- Find out what outcome the person is looking for
- Explore whether concerns already raised via other routes and any outcomes
- Explore any barriers the person has experienced to raising a concern
- Explore whether concerns are whistleblowing or HR related
- Consider adjourning if more information is required or they require support from Confidential Contact, Occupational Health, union etc.

Responding

- Thank the person for sharing
- Discuss the definition of whistleblowing and grievance (if HR issues are involved)
- Explain the option of using the National Whistleblowing Standards (the Standards)
- Discuss anonymity vs named concern under the Standards
- Tell the person the decision to use the Standards is their choice
- Signpost to other processes for non-whistleblowing issues

Taking forward

- Seek agreement to use the Standards
- Discuss confidentiality, who currently knows and who needs to know
- Discuss how the information will be recorded
- Discuss what support needs the person has
- Thank the person for meeting and explain what will happen next
- Log the concern (if possible) or share with whistleblowing team to log and progress
- Look after your own wellbeing – seek help if the meeting has been traumatic

Stage 1 concern

- Respond in 5 working days in writing (unless person asks for it in another form)
- OR share with whistleblowing team for them to progress

Whistleblowing team actions

Not accepting as a whistleblowing concern

- Respond in writing; explain why it does not meet the definition and what alternative routes are available

Stage 2 concern

- Refer to local whistleblowing co-ordinator/lead to take forward