

Do you have a concern?

Stage 1: Early resolution ——

On-the-spot explanation and/or action to resolve matter quickly Response within five working days Stage 2: Investigation

Serious or complex issues that require investigation Response within 20 working days Independent National Whistleblowing Officer (INWO)

Independent external review

INWO

The INWO can consider:

- concerns about the delivery of NHS services
- any actions taken by your organisation
- whether your organisation followed the correct process

Confidentiality and support

Confidentiality is key to safe handling of concerns. Your details will not be shared with anyone who does not need to know them.

What to consider

- is it in the public interest?
- is it being handled
- through a business as usual process already?
- are you raising it within six months of becoming aware of the issue?
- what outcome are you seeking?
- how the whistleblower is treated during and after raising a concern
- how the organisation supports a culture of speaking up
- The INWO can:
 - seek to resolve your complaint with the organisation
 - investigate your complaint
 - if your complaint is upheld, they can make recommendations for redress (in some cases), learning and improvement

You should be supported throughout the process and your confidential contact can provide a safe space to discuss any concerns

Looking for more information or advice? Speak to your confidential contact, contact the INWO or go to the INWO website

FOR INTERNAL NHS USE: INSERT CONFIDENTIAL CONTACT DETAILS HERE INDEPENDENT NATIONAL WHISTLEBLOWING OFFICER People Centred | Improvement Focused

FREEPHONE 0800 008 6112 www.inwo.org.uk/contact-form