

	EnViva Complex Care Policies and Procedures		
	TITLE: PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWING) POLICY		
Ref Number:PP/C02	Date Approved: November 2019	Review Date: November 2021	Version:PP/C02.1

1. References:

- Grievance Policy
- Incident Reporting Procedure
- Incidents, Serious Incidents and Non-Conformities
- Disclosure of Abuse or Bad Practice Procedure
- Prevention of Corruption Procedure

2. Scope:

- All Staff

3. Policy Statement:

It is the aim of this policy to ensure that, as far as possible, our employees are able to tell us about any wrongdoing at work which they believe has occurred or is likely to occur. The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace.

4. Overview:

To ensure that there are adequate systems and processes in place to make ensure our employees feel comfortable discussing their concerns in relation to wrongdoing at work; this may include any criminal offence, a failure to comply with legal obligations, a miscarriage of justice, a health and safety danger, an environmental risk or a concealment of any of these.

5. The Policy

- EnViva Complex Care is committed to a high standard of care, to honesty, openness and decency in all its activities. It is recognized that clients’ safety must come first at all times and whilst it can be difficult for staff to raise concerns about the practice of others, including managers, the implications of not raising those concerns are potentially very serious for EnViva Complex Care Ltd, its employees and most importantly for those receiving our services.
- EnViva Complex Care encourages a free and open culture in its dealings with its employees and all people with whom it engages in business and legal relations. In particular, EnViva Complex Care recognizes that effective and honest communication is essential if any wrongdoing or malpractice is to be effectively dealt with and the organization’s success ensured.
- EnViva Complex Care believes raising concerns/speaking up is important to ensure the safety of client, employee and public safety.
- EnViva Complex Care recognizes employees are likely to be the first to realise that here may be something seriously wrong within the organization but may feel that speaking up

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would be disloyal to colleagues or their employer who may under certain circumstances face criminal charges. They may also fear harassment or victimization and fear for a loss of job or reduction in work hours.

- EnViva Complex Care will not tolerate ill treatment including any bullying or harassment of anyone raising a concern. We will ensure that any individual who raises a concern, can do so confidentially in line with the Public Interest Disclosure Act 1998.
- EnViva Complex Care will ensure that any individual who raises a genuine concern under this policy and procedure will not be at risk of termination of their employment or suffer any form of reprisal which include but not limited to loss or reduction of hours or changes to regular working patterns because of it.
- EnViva Complex Care will support and enable employees to speak out regarding misconduct and malpractice through a structured and regularly reviewed process.

6. The Procedure:

- All employees have a duty to raise concerns regarding inappropriate behaviour, unlawful conduct, poor practice or behaviour to ensure standards of quality care.
- If appropriate, discuss the matter with your Line Manager in the first instance. If you feel you are unable to raise the concern with your line manager or the concern relates or involves the line manager, or you have raised it with the line manager and no action has been taken, then you should escalate your concerns to the Registered Manager.
- If concerns relate to the Registered Manager, concerns should be escalated to the Operations Director.
- If your concerns relate to the Operations Director or you feel that it is best resolved by an external and independent source, then you can contact Safecall by phone 0800 915 1571 or online www.safecall.co.uk/report.
- Your concerns will be treated as confidential and will not result in any report to anyone within the business unless there is a safeguarding or health and safety concern. Your manager will inform you if they are unable to keep it confidential.
- It may be necessary to involve external authorities. Where this is necessary, we may make such a referral without your consent.
- When your complaint has been fully investigated you will be informed of the result and action that has been taken.
- If you are unhappy about the speed or conduct of the investigation or the way in which the matter has been resolved, you should refer the matter to the Operations Director.
- When they have investigated your complaint, they will tell you the result of the investigation and what, if any, action has been taken.
- Any employee who makes a bona fide report under this procedure will not be subjected to any detriment as a result, in accordance with section 47B of the Employment Rights Act 1996.
- In the event that you believe you are being subjected to a detriment by any person within the business as a result of your decision to invoke the procedure you must inform the

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Operations Director immediately and appropriate action will be taken to protect you from any reprisals.

- If it should become clear that the disclosure has not been made in the public interest, for example for malicious reasons or to pursue a personal grudge against another employee, this will constitute misconduct and will be dealt with in accordance with the terms of our Disciplinary Procedure.
- We are keen to hear of any concerns that you may have about wrongdoing at work and encourage you to use the procedure described above wherever possible.

Procedure Review		
Review Date	Sections changed	Reasons