

Whistle-blowing Policy

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Policy Contact	Matthew Betteridge
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Approved by	OneCall24 Policy Team

Purpose and scope

OneCall24 Limited ("OneCall24") is committed to fostering a culture of openness, transparency, and accountability. We encourage all individuals to raise concerns about suspected misconduct or malpractice at the earliest opportunity, without fear of reprisal.

We recognise the serious impact that malpractice can have on our organisation, our clients, and the individuals we support. Therefore, we actively encourage all staff and workers to report genuine concerns or suspicions in the public interest.

This policy applies to all full-time and part-time employees, contractors, home workers, and agency workers. It is a non-contractual policy and may be amended at OneCall24's discretion.

Protection for Whistleblowers

We appreciate that those reporting concerns may be apprehensive. We want to reassure members of staff and workers that they will suffer no detrimental treatment as a result of voicing their concerns.

OneCall24 will not tolerate victimisation, harassment, bullying or any other detrimental treatment of any worker who has made a disclosure under this Policy. Complaints about such behaviour will be dealt with under the Complaints Company Procedure.

Should a worker or member of staff feel that they have been subjected to any detriment as a result of raising a concern under this Policy they should notify Matthew Betteridge (OneCall24 CEO) matthew@onecall24.co.uk.

Disclosures under this Policy

Individuals can make a disclosure under this Policy if they have genuine concerns relating to any of the following areas of malpractice, or suspected malpractice:

- Criminal activity;
- Concerns against NMC/HPC codes of Professional Conduct;
- Concerns against OneCall24 Agency Workers Terms and Conditions;
- Concerns against OneCall24 company handbook;
- Practices endangering health and safety;
- Failure to comply with a legal obligation;

- Bribery;
- Financial malpractice, impropriety or fraud;
- Attempts to conceal any of the above.

The malpractice can be past, present or prospective.

Individuals are encouraged to report suspected wrongdoing as soon as possible. No action will be taken against individuals who raise genuine concerns even if the concern raised is not confirmed by any subsequent investigation.

Confidentiality and anonymity

Any disclosure made under this Policy will be treated as far as reasonably practicable in a confidential and sensitive manner. If confidentiality is not reasonably practicable, for instance, because of the nature of the information, this will be explained to the person making the disclosure.

OneCall24 hopes individuals will feel comfortable to voice any concerns openly, however, staff and workers may make a disclosure anonymously. However, concerns expressed anonymously cannot be dealt with as effectively as open disclosures as they are often more difficult to investigate.

How to make a disclosure

In the first instance individuals should bring the matter to the attention of their immediate line manager, who will inform the board of directors. If the disclosure contains allegations about the individual's immediate manager or the malpractice occurs at this level, the person may make the disclosure directly to the board of directors.

If the disclosure contains allegations which the individual does not wish to make to their immediate line manager, they can make the disclosure to the board of directors.

If your disclosure concerns a very serious allegation the Board will be notified.

Directors can be contacted at directors@onecall24.co.uk or on 03333 221122.

Investigation

Once a concern has been raised, OneCall24 will investigate this. If the complaint has not been made anonymously, the individual will be asked to attend a meeting as part of this investigation.

OneCall24 will keep the individual who raised the concern informed as to the progress of the investigation, as far as is possible and appropriate bearing in mind, in particular, any confidentiality obligations that apply. OneCall24 will not provide details of any disciplinary action taken unless we consider this appropriate.

Dissatisfaction with the outcome of the process

If you individual raising the concern is dissatisfied with the outcome of the investigation, they should raise this with the board of Directors, giving the reasons for their dissatisfaction. Directors will

respond in writing notifying their acceptance or rejection of the need for further investigation and the reasons for this.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.