

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.

This policy is designed to comply with the Public Interest Disclosure Act 1998 (PIDA) and relevant regulatory standards applicable to health and social care services.

The organisation will ensure that all concerns are handled in a consistent, structured, and timely manner, with appropriate documentation and oversight.

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.

If a whistleblower believes they have experienced retaliation or detriment, this will be treated as a serious disciplinary matter and investigated separately.

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.

Individuals are legally protected under whistleblowing legislation where disclosures are made in the public interest and in accordance with this policy.

While the organisation encourages the reporting of genuine concerns, any individual found to have made a deliberately false or malicious allegation may be subject to disciplinary action.

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;
- Safeguarding concerns or any action that may place service users or vulnerable individuals at risk of harm.
- Attempts to conceal any of the above matters

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

All concerns will be treated confidentially and, where requested, every effort will be made to protect the identity of the whistleblower. However, there may be circumstances where disclosure is required by law or is necessary to allow a full and fair investigation. In such cases, this will be discussed with the individual wherever possible.

How to make a disclosure

Concerns should normally be raised with:

- The employee's Line Manager
- If this is not appropriate, a Senior Manager, HR, or Safeguarding Lead
- Where the concern involves senior management, it may be raised directly with the Board or externally

All concerns will be logged and assigned to an appropriate manager for review and investigation.

Where appropriate, serious concerns will be escalated to the Board. Directors can be contacted at directors@onecall24.co.uk or on 03333 221122.

Individuals are encouraged to raise concerns internally in the first instance. However, concerns may be raised externally where the individual reasonably believes the matter will not be addressed internally or there is a risk of harm or concealment.

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.

Investigations will be conducted impartially and, where appropriate, by a designated senior manager not directly involved in the matter raised.

The organisation will aim to acknowledge receipt of concerns within 5 working days and provide a written outcome where appropriate.

The investigation process will typically include:

- Initial assessment of the concern
- Appointment of an investigating officer
- Collection of relevant evidence
- Interviews where appropriate
- Documentation of findings and outcome

Where possible, investigations will be completed within a reasonable timeframe. If delays occur, the individual will be informed of progress.

Following investigation, appropriate action will be taken, which may include disciplinary action, process improvements, or referral to external bodies.

All investigations will be appropriately documented and retained for audit and review purposes.

Record Keeping

All whistleblowing concerns will be recorded securely, including:

- Date and nature of concern
- Actions taken
- Outcome of investigation

Records will be retained in line with data protection requirements.

Training and Awareness

All staff will be made aware of this policy through induction and ongoing training. Managers will receive additional guidance on handling concerns appropriately.

Dissatisfaction with the outcome of the process

If the individual raising the concern is dissatisfied with the outcome of the investigation, they may escalate the matter to the Board of Directors, providing the reasons for their dissatisfaction. The Board will respond in writing, confirming whether further investigation will take place and the reasons for their decision.

Where appropriate, individuals may escalate concerns externally to relevant regulatory bodies if internal resolution is not satisfactory.

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.