

Whistle-blowing Policy

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Policy Contact	Matthew Betteridge
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Approved by	OneCall24 Policy Team

Purpose and scope

We are committed to creating and maintaining a culture of openness within One Call 24 (OC24) so that individuals feel encouraged and confident to raise any concerns relating to suspected misconduct at an early stage.

We also recognise the negative effect which malpractice can have on OC24, and therefore encourage staff and workers to raise genuine concerns, or any suspicions they may have concerning misconduct.

This Policy is intended to cover concerns that are made in the public interest. This Policy applies to full and part-time workers, and contractors, home workers and agency workers.

This Policy is non-contractual and may be amended by us at any time.

Protection

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.

OC24 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 (OC24 Director).

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 OC24 Agency Workers Terms and Conditions;
- Concerns against OC24 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.

OC24 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, OC24 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.

OC24 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. OC24 will not provide details of any disciplinary action taken unless we consider this appropriate.

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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.