

# Standard Operating Procedure for Managing Concerns from Staff

Signpost to support available e.g. Employee Wellbeing Service,, Trade Unions etc.

**STEP 1: Concern raised** through one of the following routes – previous routes have been exhausted or no alternative is available

Raising Concerns Procedure (formal stage – manager or senior leader)

F2SU

Safety Valve

Anon. letters

External agency

## STEP 2: Log Concern

ALL formal concerns must be logged with Director of Corporate Governance – check for duplication before proceeding (N.B. if concern involves Director of Corporate Governance it will be referred directly with the Chief Executive and logged there). Concerns to be acknowledged within 2 working days and method/frequency of communication agreed

## STEP 3: Concern triaged

Concerns will be triaged by the Director of Corporate Governance and Chair/ relevant Executive Director within 3 working days

## STEP 4: Concern passed to identified individual for action

N.B. if the concern relates to an Executive it goes to the Chief Executive, if it is about the Chief Executive it will be raised with the Chair, if it is about the Chair it will be raised with the Cabinet Secretary

## STEP 5: Investigation, Action and Feedback

Method/frequency of communication and confidentiality agreed with concern raiser

Investigation manager appointed and supplied with information by 'identified individual'

Fact finding/investigation conducted within 30 working days – includes witness interviews, examination of documents etc. (N.B. if 30 days is not possible the individual will be kept informed)

Investigation manager feeds back to 'identified individual'

Appropriate action taken

Feedback given to concern raiser

If individual is not content that the issue is resolved they may wish to raise their concern again through a different route or with a more senior manager

## STEP 6: Log Outcome

The outcome of ALL formal concerns must be logged with Director of Corporate Governance and will be reported to Board on a quarterly basis and HSMB when received

**'Blowing the whistle'** or 'making a disclosure in the public interest' gives the individual certain protections. This takes place when an individual discloses that they reasonably believe that one or more of the following is either happening, has taken place, or is likely to happen in the future, and it is in the public interest:

- Someone's health &/or safety has been put in danger by action or inaction
- Damage has been caused to the environment
- A criminal offence has been committed
- A legal obligation has been breached
- There's been a deliberate attempt to cover up one of these