Raising a whistleblowing concern

Do you have a concern?

Stage 1: Early resolution
On-the-spot explanation and/or action to resolve matter quickly
Response within five working days

Stage 2: Investigation
Serious or complex issues that require investigation
Response within 20 working days

Independent National Whistleblowing Officer (INWO)
Independent external review

What to consider
- is it in the public interest?
- is it being handled through a business as usual process already?
- are you raising it within six months of becoming aware of the issue?
- what outcome are you seeking?

INWO
The INWO can consider:
- concerns about the delivery of NHS services
- any actions taken by your organisation
- whether your organisation followed the correct process
- how the whistleblower is treated during and after raising a concern
- how the organisation supports a culture of speaking up
The INWO can:
- seek to resolve your complaint with the organisation
- investigate your complaint
- if your complaint is upheld, they can make recommendations for redress (in some cases), learning and improvement

Confidentiality and support
Confidentiality is key to safe handling of concerns. Your details will not be shared with anyone who does not need to know them.
You should be supported throughout the process and your confidential contact can provide a safe space to discuss any concerns

Looking for more information or advice?
Speak to your confidential contact, contact the INWO or go to the INWO website

FOR INTERNAL NHS USE: INSERT CONFIDENTIAL CONTACT DETAILS HERE

INDEPENDENT NATIONAL WHISTLEBLOWING OFFICER
People Centred | Improvement Focused
FREEPHONE 0800 008 6112
www.inwo.org.uk/contact-form