Whistle Blowing Policy

**Introduction**

Staff should feel safe and secure in their work environment. If at any point an employee at the Clear Ear Clinic may see or experience a concern regarding the quality, safety and care provided or any act in which inhibits or disregards the aims and objectives stated in the statement of purpose, should be immediately reported to the registered manager.

**Process**

* The registered manager will listen to your concerns and act appropriately in investigating the issue raised, in confidence.
* This will require documentation and setting up initial informal meetings to discuss the problem at hand, to reach resolution. All concerns, investigation and outcomes will be recorded and stored. The manager must make the CQC aware of any serious breaches or incidents concerning the quality and safety of the regulated activity.
* If the concern or issue, breaches any policy or procedure of the Clear Ear Clinic, this may also require disciplinary action, stated in the employees service contract. The Clear Ear Clinic will not tolerate any breaches in its policies and procedures.
* If resolution does not occur, this concern may be escalated, needing formal meetings, suspension of duties, notifications, and which may lead to an employment tribunal.
* The Clear Ear Clinic employees Peninsula Business, which acts and provides consultation on all matters concerning all human resources and a healthy and safe work environment for employees.

**Steps to raise concern:**

1. **If unsafe practice is noted or witnessed, the person involved may need a polite challenge in why this is happening or given direction to the correct format found in the policies and procedures manual.**
2. **Speak to the registered manager.**
3. **If, at any point you feel this is not possible:**
4. **Steps can be taken and obtaining free advise from your trade union or professional regulatory body or calling the whistleblowing helpline at the National Customer Service Centre on 08000 724725 or Public Concern at Work for free and confidential advice on 0207 404 6609. Or email at** [***enquiries@cqc.org.uk***](mailto:enquiries@cqc.org.uk)
5. **A copy of *‘Raising a concern with CQC’* can be found in the Information provision Manual.**