

## Appendix A



### What is a whistleblowing service?

A whistleblowing service is a confidential, freephone helpline. It can be used to report issues and wrongdoings that have been witnessed, or are strongly believed to be happening in the workplace.

### Are disclosures kept confidential?

Absolutely. Sometimes, an employee can feel uncomfortable taking an issue to a manager, or HR. Our helpline eases that worry—employees don't need to provide their name.

Our trained advisors note down the details—date, time, location and description of the incident—and move forward from there, contacting the organisation and reporting the disclosure.

Whistleblowers who use this helpline to report qualifying disclosures are protected under the Public Interest Disclosures Act 1988. Qualifying disclosures are where the worker reasonably believes that one or more of the following matters is either happening, has taken place, or is likely to happen in the future:

- Criminal offences
- Failure to comply with a legal obligation
- Miscarriages of justice
- Threats to people's health and safety
- Damage to the environment

### Who is protected by law?

The Public Interest Disclosures Act 1988 protects whistleblowers from legal retributions. You're protected if you're a worker—e.g. you're:

- An employee, such as a police officer, NHS employee, office worker, factory worker
- A trainee, such as a student nurse
- An agency worker
- A member of a Limited Liability Partnership (LLP)

### Contacting our whistleblowing service

When an employee suspects wrongdoing—or witnesses it outright—they can call our freephone helpline 24/7, 365. A trained advisor will ask questions and complete a dedicated whistleblowing form, which ensures all the necessary information is noted. Whistleblowers can request updates on the process, or remain entirely anonymous.

Employees who call the line receive in-the-moment counselling as part of the service—sometimes, disclosures are distressing, and the Health Assured whistleblowing helpline is staffed by trained counsellors.

We treat all disclosures as high priority. Details will be passed to an organisation's named contact via email immediately after a call, and we aim to have all cases completed within 2 hours.

To find out more call **0844 892 2493**

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