**Constitution Review 2017 Appendix 4**

**How to respond to a Whistleblowing Concern – Flow Chart**

This is an overview only and should be used in conjunction with the Whistleblowing Policy.

Designated Officers are Head of Business Improvement, Head of Financial Services and Monitoring Officer.

\* If there is any doubt as to whether the complaint could be considered to be whistleblowing the manager must refer it as such.

\*\* Unless the complaint is about one or more of the Designated Officers when it should be referred to an Executive Director or the Chief Executive.

Further Action which may include:-

* Internal audit/Investigation Team
* Disciplinary action
* Referral to police
* External Auditor
* Independent inquiry

Write to complainant to confirm outcome (if the law allows) within 10 working days

Designated Officers will write to complainant within 10 working days of receiving complaint

If complaint was verbal it may be necessary to interview the complainant at some point in the process to progress with investigation

**Designated Officers receive complaint\*\***

**Complaint made**

Should be in writing but may be verbal

**Manager receives complaint\***

Advise individual it will be referred to the Designated Officers and refer it immediately

Preliminary investigation undertaken

Designated Officers meet to agree course of action:-

* Conclude case, or
* Agree Further Action

Further investigation required and investigation officer appointed

No further investigation required

Designated Officers meet as quickly as possible to review complaint and agree course of action