

## Whistleblowing Policy

The policy relates to staff of national Mind, Mind retail and local Minds.

At Mind, we are committed to ensuring that our work is of the highest quality. We are committed to gathering feedback and continuously learning; we believe this is an important part of achieving high quality work. Whistleblowing can be described as raising a concern or making sure that if you see something wrong in the workplace, you are able to raise this within the organisation, to a regulator, or wider.

The following are some of principles used in our Whistleblowing Policy.

- Matters raised should be investigated thoroughly and dealt with promptly, without unreasonable delays and in a consistent manner.
- Confidentiality must be maintained by all parties, at all times throughout this procedure.
- If the member of staff requests that their identity remains confidential, this will be respected wherever possible. However in some circumstances, confidentiality may compromise inquiries and if this is considered to be the case, the staff member will be told the procedure will have to continue without retaining their anonymity.
- The outcome of the investigation should be reported back to the staff member who raised the issue.
- No staff will be victimised for raising a matter under this procedure – victimising a staff member for raising a qualified disclosure under the Whistleblowing Policy is a disciplinary offence.
- Making a false whistleblowing allegation is a disciplinary offence.

How do I raise a concern?

At Mind, we work in partnership with an independent whistleblowing hotline service called Safecall. Safecall run an accessible hotline that enables staff to voice concerns in a free and secure way. This ensures that concerns are logged and handled in a professional manner and brought to our attention as soon as possible to enable a prompt review and investigation. You can contact Safecall in different ways:

- Online via [www.safecall.co.uk](http://www.safecall.co.uk)
- Call 0800 915 1571

Once the information has been received and the investigating officer has been appointed, an acknowledgment letter will be sent within five working days. You will then be notified about the outcome of the investigation and any actions proposed in writing. We will aim to ensure that wherever possible investigations are completed within 20 working days.

Independent advice concerning a serious malpractice at work can be obtained at any stage from Protect, the independent whistleblowing charity on 020 3117 2520 or online at [www.pcaw.org.uk](http://www.pcaw.org.uk). Their lawyers can give free confidential advice and they can advise on the circumstances when it may be appropriate to contact an outside body. The full whistleblowing policy can be accessed via the intranet or sent on request.