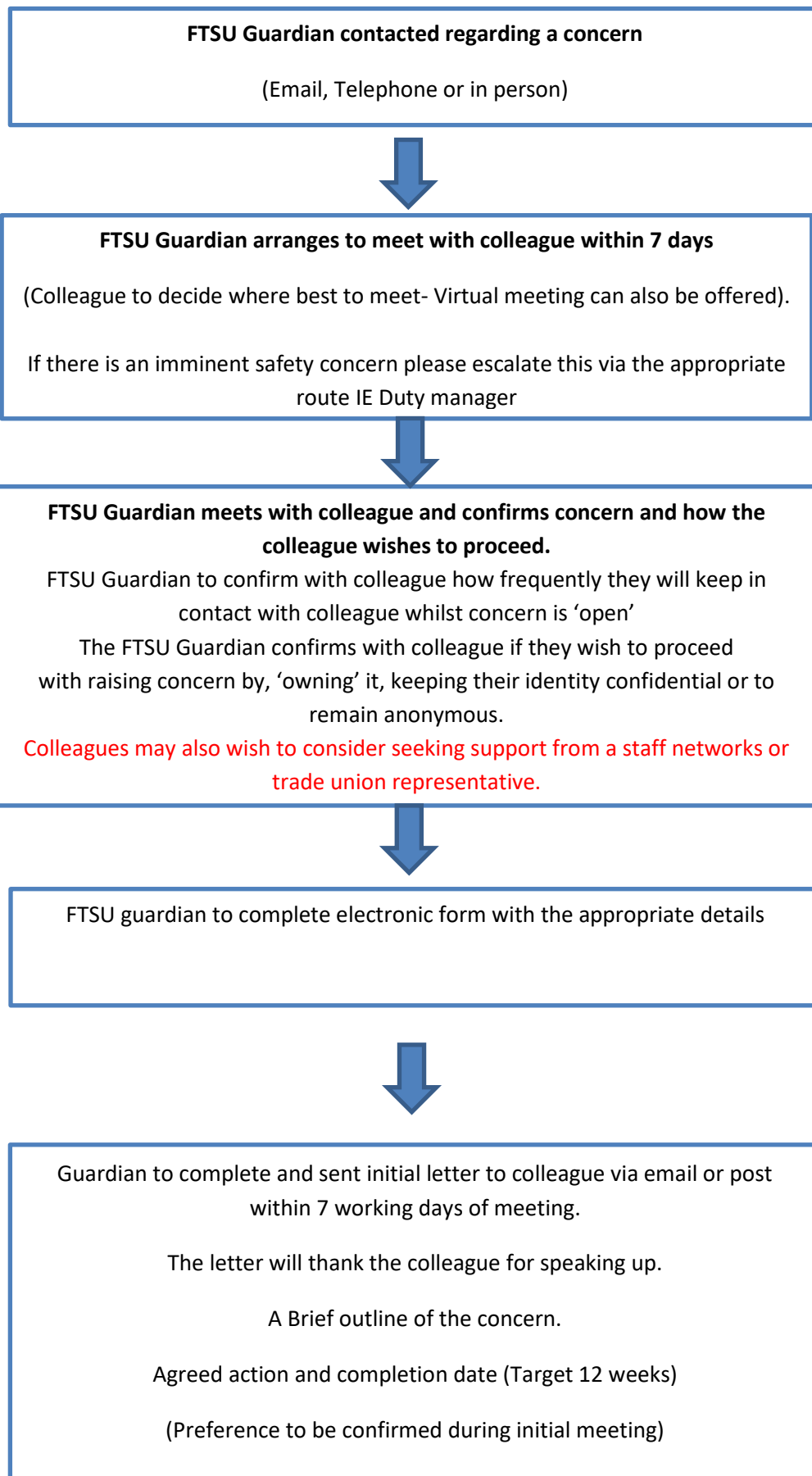


Freedom to speak up (FTSU) SOP for responding to concerns



Freedom to speak up (FTSU) SOP for responding to concerns



Guardian keeps in contact with colleague based on pre agreed frequency for continued support during this time.

Informal Resolution



The guardian will work with the colleague to identify the most appropriate route. This may be resolution informally and locally, the FTSU guardian will guide and support you through this process in a form of advocacy to raise your concern/s to the appropriate person.



The FTSU guardian will support you to escalate the concern/s via the levels of managerial responsibility.

The FTSU guardian may signpost you to HR or trade union representatives if they feel a workforce policy need to be utilised to resolve this concern/s.



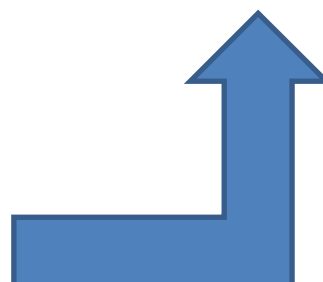
Concern closed.

Confirmation letter sent with feedback.

Follow up in 6 months.



Concern resolved



Freedom to speak up (FTSU) SOP for responding to concerns

The FTSU guardian will escalate your concern to one or more of the following:

Speak up lead

Executive lead for FTSU

CEO/Deputy CEO

Non-Executive lead for FTSU

We will collectively try to assist and support to reach a resolution.



Concern resolved

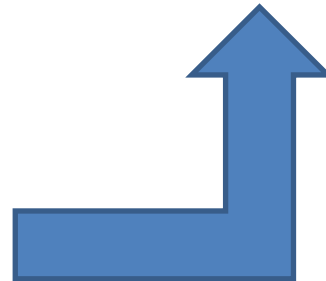


Escalation to formal review

Concern closed.

Confirmation letter sent with feedback.

Follow up in 6 months.



Formal Review

If the concern is of a complex nature or informal resolution cannot be achieved, the FTSU team will liaise with the lead FTSU and/or executive lead to refer the case for further investigation (based on the nature of the concern this may be internal or external)
Current policies and procedures will be utilised

The lead for FTSU and/or Executive lead will organise the process and outline the terms of reference for the investigation/review in conjunction with the colleague raising the concern.
Care will be taken to ensure an appropriately trained investigator is selected and have impartiality

The colleague will be informed in writing summarising the concern/s, the proposed handling of the concern/s, who will be involved, how you can contact them and if further assistance is required as this time. The FTSU guardian will remain involved to provide continued support during this time but will not be involved in the actual investigation.

The assigned case reviewer will take undertaken a comprehensive fact finding investigation, this may include taking statements from all those involved and any witnesses. Review of any relevant documentation. During the investigations onward referrals may be made to anti-fraud specialist other external parties, if an external investigations is commenced the internal investigation would be paused until the external investigation has been concluded.

Freedom to speak up (FTSU) SOP for responding to concerns



When the investigation has concluded the investigator will produce a report.

The report findings will be shared with you and the FTSU team.

You have to challenge the findings and/or seek clarity in writing and this will be reviewed.

If this results in changes to the report a new report will be issued.



The finalised report and outcomes will be kept on the FTSU database for wider learning and to ensure actions have been undertaken.

We will aim to conclude this within 12 weeks, longer may be required depending on the complexities of the case but the team will aim to keep you updated

These may include changes to policies, procedures, management systems ect.

If you don't feel comfortable raising concerns via the internal processes, you are able to raise your concern externally.



Sometimes colleagues feel they cannot raise concerns through the internal mechanisms or they feel their concerns continue to persist despite raising concerns internally, in this instance staff can raise their concern externally.



- National guardians office
- Care Quality Commission
- Professional Regulator
 - NHS England
 - Health Education
- Clinical commissioning group

If you don't feel comfortable raising concerns via the FTSU Guardians, you are able to raise your concerns directly to:

Speak up Lead

Executive lead for FTSU

CEO/Deputy CEO

Non-Executive lead for FTSU