

Snap Care Whistleblowing Policy

Snap Care Service Provider is committed to promoting a culture of openness, transparency, and accountability. We encourage all employees to report concerns regarding poor practice, abuse, neglect, misconduct, or any form of wrongdoing that could affect the well-being of service users, staff, or the organization as a whole. This policy ensures compliance with the Care Quality Commission (CQC) regulations and the Public Interest Disclosure Act 1998.

Purpose

The purpose of this policy is to:

- Ensure that concerns about malpractice, unethical behaviour, or risks to safety are reported and addressed effectively.
- Protect whistleblowers from retaliation or victimization.
- Encourage a culture where staff feel safe and supported in raising concerns.

Policy Summary

Snap Care's Whistleblowing Policy promotes a culture of openness, encouraging staff to report concerns such as abuse, unsafe practices, misconduct, or policy violations without fear of retaliation. It outlines clear internal and external reporting procedures, including anonymous reporting options, and ensures legal protection for whistleblowers under the Public Interest Disclosure Act 1998. The policy mandates confidential handling of concerns, prompt investigations, and management accountability in maintaining a safe and transparent working environment. It also aligns with Care Quality Commission (CQC) regulations and is reviewed regularly to remain compliant with legal and regulatory standards.

Policy

When to Report a Concern

Employees should report concerns when they witness or suspect any of the following:

- Abuse, neglect, or mistreatment of service users.
- Unsafe working conditions or breaches of health and safety regulations.
- Fraud, financial mismanagement, or corruption.
- Inappropriate behaviour by a colleague or professional towards service users.
- Any violation of Snap Care's policies or procedures that may harm service users or staff.

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

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- Management or senior staff failing to act on reported concerns.

How to Report Concerns

Whistleblowing should follow a clear and structured process:

Step 1: Internal Reporting

- Employees should report concerns to their **line manager** or the **Designated Safeguarding Lead (Sally Britton sally@snapcare.co.uk)**.
- If the concern involves the line manager, report directly to a higher authority within Snap Care (**Sally Britton sally@snapcare.co.uk**).
- Reports should be made in writing whenever possible, detailing the nature of the concern, dates, times, and any supporting evidence.
- Employees may also submit an **anonymous feedback/complaint form**, which will be reviewed with the same level of priority and confidentiality.

Step 2: External Reporting

If an employee feels their concern has not been adequately addressed internally, they may report to an external agency, including:

- **Care Quality Commission (CQC):** www.cqc.org.uk / 03000 616161
- **Local Safeguarding Adults Board**
- **Local Authority Safeguarding Team**
- **Public Concern at Work (Whistleblowing Charity):** www.protect-advice.org.uk / 020 3117 2520

Confidentiality & Protection

- All whistleblowing reports will be treated **confidentially** and **anonymously** if requested.
- Employees are legally protected under the **Public Interest Disclosure Act 1998**, meaning they will not face dismissal, discrimination, or retaliation for raising concerns in good faith.
- Any act of victimization or harassment against whistleblowers will be treated as gross misconduct, leading to disciplinary action.
- **False or malicious allegations** will not be tolerated and may result in disciplinary action.

Investigation Process & Timeframes

- Upon receiving a report, Snap Care will conduct a **prompt and thorough investigation**.

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- The whistleblower may be asked to provide additional information, but their identity will remain protected where possible.
- An acknowledgment of the report will be provided **within 48 hours**, and a full investigation will be carried out as swiftly as possible, depending on the complexity of the concern.
- Outcomes of the investigation will be shared with relevant stakeholders while maintaining confidentiality.
- Where appropriate, whistleblowers will receive **follow-up updates** regarding the status and outcome of their report, ensuring transparency in the process.

Responsibilities of Management

Snap Care management is responsible for:

- Creating a safe and supportive environment for whistleblowers.
- Taking all concerns seriously and ensuring timely investigations.
- Implementing necessary actions to prevent future risks or malpractice.
- Reviewing and updating this policy to align with **CQC guidance and legal requirements**.

Policy Review & Updates

This policy will be reviewed **annually** or sooner if required by changes in legislation or regulatory requirements. Updates will be communicated to all staff to ensure awareness and compliance.

This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

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Date	Reviewer	Version	Date for Next Review

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