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### Policy Overview

At TruComfort Homecare we are committed to protecting our service users by promoting a culture of openness and responsibility. This policy outlines our procedure for raising concerns about wrongdoing or poor practices within the organisation, particularly when those concerns relate to the safety or well-being of service users.

We recognise that staff are often best placed to identify risks or misconduct. Therefore we aim to create an environment where employees feel confident to raise concerns without fear of retaliation or discrimination.

While the term "whistleblowing" may not be familiar to all, it simply refers to a member of staff reporting serious concerns about malpractice, abuse, or unethical behaviour by colleagues or the organisation.

### What Is Whistleblowing?

Whistleblowing involves reporting any behaviour that:

- Puts people at risk
- Breaks the law
- Breaches company policy or professional standards
- Is unethical, dishonest or exploitative

Examples include:

- Theft or fraud
- Negligence or unsafe practices
- Abuse or mistreatment of service users
- Breaches of health and safety
- Discrimination
- Corruption or misuse of resources
- Covering up any of the above

### Staff Duty to Report Concerns

All employees are expected to:

1. Remain vigilant and report any signs of wrongdoing or abuse.
2. Understand that loyalty to colleagues does not override the duty to protect service users.
3. Report concerns promptly to their manager or senior team member.

### How Concerns Are Handled

- Any report will be treated seriously and in confidence.
- Concerns must be directed towards the immediate supervisor or manager.
- If staff feel unable to speak with internal management, they may seek advice from **Protect (formerly Public Concern at Work)**:

**Phone:** 020 3117 2520

**Advice Line:** 020 7404 6609

**Email:** [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk)

**Website:** [www.pcaw.org.uk](http://www.pcaw.org.uk)

## Protection for Whistleblowers

- No staff member will be punished or disadvantaged for raising a genuine concern.
- Any form of retaliation—bullying, intimidation, or exclusion—against a whistleblower will lead to disciplinary action.
- If necessary, duties or working arrangements may be adjusted to ensure the safety & well being of the individual raising the concern.

## Confidentiality and Support

TruComfort Homecare will:

- Maintain confidentiality whenever possible
- Offer appropriate support to those who come forward
- Keep whistleblowers informed of investigation outcomes & next steps

## Public Interest Disclosure Act (PIDA)

This policy aligns with the **Public Interest Disclosure Act 1998** which legally protects all employees that raise concerns about wrongdoing in good faith. More information can be found here:

- [A Guide to PIDA](#)
- [Whistleblowing Helpline Resources](#)