



**INDEPENDENT
NATIONAL
WHISTLEBLOWING
OFFICER**

People Centred | Improvement Focused

Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Tel **0800 008 6112**
Fax **0800 377 7331**
Web **inwo.spsa.org.uk**

CONFIDENTIAL

By email to:

Confidential.contacts@nhs.scot.example

Dear Confidential Contact

The Independent National Whistleblowing Officer (INWO) has received a whistleblowing complaint from Mr A N Example about your organisation.

Our role

As you will be aware, a whistleblowing concern should normally complete the two-stage process as detailed in the National Whistleblowing Standards before the INWO investigates the matter.

In this case, it appears that Mr Example's concern has not completed the whistleblowing procedure. Having reviewed the limited information provided with the complaint, it appears that the concern is potentially eligible for consideration under the Standards. I also consider it is reasonable to expect Mr Example to use the procedure before the INWO considers the matter.

Mr Example has expressed some concerns to us about confidentiality and accessing the local procedure. In light of these we have agreed to support him to access the Board's whistleblowing procedure by passing details of his concern and his contact details to you as Confidential Contact. Mr Example has given us his consent to do this.

The concern

In very broad terms, I understand the concerns are about:

- Manipulation of cancer waiting times data

Mr Examples's contact details are as follows:

- Email: AN.Example@nhs.scot
- Telephone: 07000 000 000

What I am asking you and your organisation to do

Firstly, please would you contact Mr Example to

- discuss the concerns in more detail



- outline the initial steps of the whistleblowing procedure
- detail who else will need to know their identity in order to progress the concerns
- discuss what support arrangements might be needed, and
- confirm that they wish to proceed under the procedure within the Standards.

Providing Mr Example agrees with his identity being shared with the named individuals and confirms his wish to proceed, I would be grateful if you could pass on the concern to the appropriate person in your organisation, so they can carry out the initial steps of the procedure.

I have informed the INWO liaison officer at the Board that the INWO has passed details of a concern to you to make initial contact. I have not disclosed the identity of the complainant, nor details of the concern, as I expect this information to be treated with confidence until you have agreed the next steps with the complainant.

For your information, providing the complainant is willing to proceed, I have asked the liaison officer to tell me when the Board has completed its consideration of the concern. I do not require a copy of the response. I have also asked them to provide me with brief updates at the same time as those for the complainant, if it is necessary to extend the timescale for investigation.

Confidentiality

The contents of this document may be viewed only by individuals who have a responsibility to assess and consider concerns under the National Whistleblowing Standards. Under no circumstance must the information in this document be shared with any other individual.

The identity of the person raising this concern must not be shared with anyone other than the people they have agreed can know it, unless the law says that it can or must be shared.

It is for this reason that I am asking you to contact the person to agree who else may know their identity and for what purpose this can be shared (i.e. arranging support, or carrying out an investigation).

Further questions

If you have any questions or wish to discuss my request, please contact me as soon as possible via email, or on my direct line below.

Yours sincerely

INWO Complaints Reviewer

Email: complaint.reviewer@sps.gov.scot.example