

Template 2: Requesting feedback

This is an example of how a whistleblower may use this template to request feedback on a whistleblowing concern. The contents and names used in this letter are entirely fictional. The letter is written by "Rikesh Shah" who works as a carer and witnessed a colleague physically abuse vulnerable residents.

<<rikesh.shah@examplecare.co.uk>>
Thu 03/09/2020 15:42
To: <<clara.jones@examplecare.co.uk>>

Dear Ms Jones,

I raised a whistleblowing concern to you on 27th August 2020 via email. The concern was about Lisa Smith who physically attacked and verbally abused one of our residents (Clive) on 24th August 2020. Unfortunately, I have not heard back from you since raising my concerns.

I am writing to request feedback about what action you have taken. I would like to know whether an investigation has taken place and, if so, its outcome.

I want to make you aware that a similar concern to what I raised previously has arisen. On September 1st 2020, Lisa and I were accompanying residents to their bedrooms for the night. I was helping another resident (Teddy) walk up the stairs to her room. From behind I heard Lisa shout 'hurry up'. Lisa then pushed Teddy from the back to force her up the stairs quicker. Teddy lost her balance and fell. Luckily, I caught her and helped her back to her feet. Lisa then pushed past us both and told us we were 'causing traffic'.

Lisa's behaviour against the residents is not acceptable. I am worried that this is developing into a pattern and the residents are at increasing risk of abuse and improper care when Lisa is on shift.

As such, I would be grateful if you can provide some feedback within two weeks of receiving this letter as to the actions that you will take.

If you require any further information from me, please let me know.

Best wishes,

Rikesh Shah