

Template 3 - Escalating a whistleblowing concern internally

This is an example of how a whistleblower may use this template to escalate a whistleblowing concern internally. 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 10/09/2020 09:17

To: <<ian.robins@examplecare.co.uk>>

Dear Mr Robins,

I am writing to you to raise a whistleblowing concern as the Senior Care Manager of the care home in accordance with the company's whistleblowing policy. I previously raised my concerns with Ms Clara Jones on 27th August 2020 and 3rd September 2020. Unfortunately, no action was taken and the concern has been increasing in severity.

My concern is as follows.

On Monday 24th August 2020, residents were eating their lunch in the recreational room. My colleague, Lisa Smith, started to speak to Clive - one of our residents. He told Lisa that he did not want to eat any more but she shouted at him and slapped him twice around the face. She then threw his plate at his feet and said that he would not be given dinner for that evening. Clive was clearly upset by what happened and I went over to check on him.

On September 1st 2020, I was helping a different resident (Teddy) walk up the stairs to her room. Lisa shouted at us from behind and pushed Teddy from the back to force her up the stairs. Teddy lost her balance and fell. I helped her back to her feet when Lisa then pushed past us both.

Lisa's actions are a clear breach of our policy to treat residents with care, respect and dignity. Her actions are inappropriate and it is potentially criminal for her to physically hit two residents. Her actions undermine the trust of residents and family members in our care and risks the reputation of the home.

I am raising these concerns with you on a confidential basis in accordance with the company's assurance of confidentiality in the whistleblowing policy. I do not want my identity to be revealed to any other party without first obtaining my consent. I ask that you investigate the concerns in such a way so as not to reveal my identity.

I would be grateful if you could please acknowledge receipt of this letter, and provide a response within two weeks of what action you will take. Please let me know if you need me to clarify any of the above information. I am happy to attend a meeting to discuss these concerns.

Best wishes,

Rikesh Shah