

Managers should bear in mind the following guidelines in the event that an employee or agency worker comes forward with an allegation of wrongdoing within the organisation.

Dos and don'ts

- Do** adopt an objective and balanced approach towards any allegations made.
- Do** face the substance of any disclosure square on.
- Do** take prompt action to investigate any allegations made under the whistleblowing procedure (or make sure another appropriate person instigates an investigation).
- Do** encourage an employee/agency worker who has come forward to disclose some sort of wrongdoing to explain fully the evidence that he or she has of the wrongdoing.
- Do** ask the employee/agency worker to provide specific examples of the conduct that he or she has observed or the evidence obtained to support the allegations of malpractice.
- Do** consult appropriate individuals within the organisation e.g. HR, Health and Safety, Audit, Legal
- Do** distinguish between facts and opinions.
- Do** appreciate that it can be very stressful for the person alleging wrongdoing.
- Do** let the employee/agency worker know that he or she has the organisation's support.
- Do** listen actively to what the employee/agency worker has to say and take it on board.
- Don't** get angry or defensive if an employee/agency worker raises allegations of malpractice.
- Don't** allow personal views about the employee/agency worker to influence the assessment of the allegations that he or she is making.
- Don't** react negatively to a disclosure, or adopt a judgmental attitude.
- Don't** dismiss an employee's/agency worker's disclosure as an exaggeration, or as trivial, unless there is clear evidence that the allegations are unfounded.
- Don't** attempt to suppress evidence of wrongdoing.
- Don't** penalise an employee/agency worker for making a disclosure that proves unfounded if, despite making a mistake, he or she acted in good faith in making the disclosure.