Speaking Up: How to Raise a Concern Flowchart

You should raise any concerns about a perceived wrongdoing or breach of the Civil Service Code as soon as possible

Wrongdoing Suspected → **Individual Raises A Concern**

Individual Raises A Concern branches to:
- Speaks to management
- Speaks to the Nominated Officer via the Whistleblowing Hotline on **0203 334 0320** or on the [Whistleblowing Mailbox](#)
- Speaks to Whistleblowing Champion
- Speaks to CEO

Speaks to management → Management notify Nominated Officer

Speaks to Whistleblowing Champion → Seek advice from HRD and/or Nominated Officer (via HRD)

Speaks to CEO → Seek advice from HRD and/or Nominated Officer (via HRD)

Management notify Nominated Officer / Whistleblowing Hotline → Where appropriate, exploratory meeting held with individual to decide how their concern will be taken forward.

Seek advice from HRD and/or Nominated Officer → Where appropriate, exploratory meeting held with individual to decide how their concern will be taken forward.

Where appropriate, exploratory meeting held with individual to decide how their concern will be taken forward. branches to:
- **Concern to be dealt with under the Whistleblowing policy and procedure**
- Concern about a matter outside the CPS
- Concern dealt with under Grievance Policy or other HR policy

Concern to be dealt with under the Whistleblowing policy and procedure → If required, matter referred to suitably senior manager → **Concern Investigated**

Concern about a matter outside the CPS → Nominated Officer and HRD considers:
- Contractual implications or reputational risks that need to be addressed;
- How to best raise the matter with the organisation.

Concern dealt with under Grievance Policy or other HR policy → Refer to appropriate manager to take forward with relevant policy

Concern Investigated → Investigation concluded and referred back to manager for decision/action. → Individual and Nominated Officer notified of outcome → Concern addressed?

Concern addressed? **YES** → **Matter closed**

Concern addressed? **NO** → Raise the concern with a more senior manager and/or the Nominated Officer → Follow process map → Individual and Nominated Officer notified of outcome → Concern addressed?

Concern addressed? **NO** → Refer concern to Civil Service Commission

Concern addressed? (second) **YES** → **Matter closed**

Concern addressed? (second) **NO** → Refer concern to Civil Service Commission