
Document name:	Complete Ophthalmic Services CIC: Whistleblowing Policy	
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Author:	The Directors, Complete Ophthalmic Services CIC	
Approved by:		

Complete Ophthalmic Services CIC: Whistleblowing Policy

Complete Ophthalmic Services CIC ("theCompany") has been established to specifically act as the lead for a network of local optical practices ("subcontractors") dedicated to delivering excellent eyecare in the local community.

The Company requires its subcontractors to hold their own whistleblowing policies. These policies should form part of open and transparent working environments. Policies must be freely available to practice staff and make adequate provision for the process of raising concerns.

Staff working for our subcontractors must feel they can highlight genuine concerns over malpractice, wrongdoing, fraud, suspected criminal activity, danger to health and safety and damage to the environment without reproach. Practice staff must have confidence that their concerns will be treated correctly throughout the process.

The Company believes that provision for whistleblowing is essential to ensure that:

- Patient safety remains paramount at all times.
- The service is delivered according to contract specifications and expectations.
- Problems do not become entrenched.
- Safeguarding issues are not neglected.
- Cover-ups do not arise.

The Company recognises that whistleblowing is not the same as a complaint. The Company has a separate Complaints Policy in place. Patients with concerns should follow this policy.

The Company supports the principles of the NHS's 'Speaking Up Charter'.

The Company's clinical governance and performance lead will offer support to our subcontractor over provisions for whistleblowing where required.

The Company's Whistleblowing Policy will be reviewed annually from commencement date April 2014.