

**Freedom to Speak Up:
raising concerns (whistleblowing) policy & procedure**
(Replacing Policy no 068/Workforce)

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POLICY VERSION	1
RATIFYING COMMITTEE	Audit Committee
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POLICY SPONSOR	Executive Medical Director
POLICY AUTHOR	Head of Corporate Governance

EXECUTIVE SUMMARY:

This policy and procedure was written in response to the independent 'Freedom to Speak Up' review, led by Sir Robert Francis QC, and highlights the trust's commitment to fostering a culture of safety and learning in which all staff feel safe to raise a concern about anything they believe is harming the service we deliver.

It gives guidance to staff about how to raise a concern, and assurance that they will be provided with appropriate support. It also gives guidance to managers and clinicians about how to receive and investigate concerns, and the support available to ensure adherence to the vision for raising concerns which the Freedom to Speak Up review sets out.

If you require this document in another format such as large print, audio or other community language please contact the Governance Support Team on 01903 845735.

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1.0 Introduction

Speak up – we will listen

Speaking up about any concern you have at work is really important. In fact, it's vital because it will help us to keep improving our services for all patients and the working environment for our staff.

You may feel worried about raising a concern, and we understand this. But please don't be put off. In accordance with our duty of candour, our senior leaders and entire board of directors are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

1.1 Purpose of policy

This 'standard integrated policy' was one of a number of recommendations of the independent ('freedom to speak up') review by Sir Robert Francis into whistleblowing in the NHS. This policy (produced by NHS improvement and NHS England) is being adopted by all NHS organisations in England to help normalise the raising of concerns for the benefit of all patients.

Our local procedure (Annex 1) adheres to the principles of this policy and provides more detail about how we will look into a concern.

1.2 Definitions

A **concern** under this policy is any concern in which it is honestly believed will harm the service we deliver.

1.3 Scope of policy

1.3.1 Who can raise concerns?

Anyone who works in the NHS or for an independent organisation that provides NHS services can raise concerns. Including agency workers, temporary workers, students, volunteers, and governors.

1.3.2 What 'concerns' can I raise?

You can raise a concern about **risk, malpractice or wrongdoing** you think is harming the service we deliver. Just a few examples of this might include (but are by no means restricted to):

- unsafe patient care
- unsafe working conditions
- inadequate induction or training for staff
- lack of, or poor, response to a reported patient safety incident
- a bullying culture (across a team or the trust rather than individual instances)

If in doubt, please raise it.

Don't wait for proof. We would like you to raise the matter while it is still a concern. It doesn't matter if you turn out to be mistaken as long as you are genuinely troubled.

If your concern is a **personal complaint** about your employment that affects only you, rather than a concern about something that affects others, then you may wish to raise a grievance using our grievance policy. Again, if you are in doubt raise it in accordance with this policy and you will be supported to establish the most appropriate route.

1.3.3 Who should I raise my concern with?

In many circumstances the easiest way to get your concern resolved will be to raise it with your line manager (or lead clinician or tutor), who we hope will be able to resolve it for you. If this does not resolve matters, you can raise it formally. The procedure at Annex 1 sets out your options and provides step by step guidance.

At any stage you can contact our local **Freedom to Speak Up Guardian**; Anne Beales, Independent Non-Executive Director (email: guardian@sussexpartnership.nhs.uk) - this is an important role identified in the Freedom to Speak Up review to act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the chief executive, or if necessary, outside the organisation.

If for any reason you do not feel comfortable raising your concern internally, you can also raise concerns formally with external bodies (see Annex 1). You can also contact the Whistleblowing Helpline for the NHS and social care on 0800 724 725 or your union representative.

1.4 Principles

1.4.1 Feel safe to raise your concern

If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffer any form of reprisal as a result. We will not tolerate the harassment or victimisation of anyone raising a concern. Nor will we tolerate any attempt to bully you into not raising any such concern. Any such behaviour is a breach of our values as an organisation and, if upheld following investigation, could result in disciplinary action.

Provided you are acting honestly, it does not matter if you are mistaken or if there is an innocent explanation for your concerns.

1.4.2 Confidentiality

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to raise it confidentially. This means that while you are willing for your identity to be known to the person you report your concern to, you do not want anyone else to know your identity. Therefore, we will keep your identity confidential, if that is what you want, unless required to disclose it by law (for example, by the police). You can choose to raise your concern anonymously, without giving anyone your name, but that may make it more difficult for us to investigate thoroughly and give you feedback on the outcome.

1.4.3 How should I raise my concern?

You can raise your concerns in person, by phone or in writing (including email). Whichever route you choose, please be ready to explain as fully as you can the information and circumstances that gave rise to your concern.

1.4.4 What will we do?

We are committed to the principles of the Freedom to Speak Up review and its vision for raising concerns, and will respond in line with them - see Annex 1 (Appendix A).

We are committed to listening to our staff, learning lessons and improving patient care. On receipt the concern will be recorded and you will receive an acknowledgement within two working days. The record will record the date the concern was received, whether you have requested confidentiality, a summary of the concerns and dates when we have given you updates or feedback.

1.4.4.1 Investigation

Where you have been unable to resolve the matter with an appropriate person, we will investigate in accordance with the procedure. We will reach a conclusion within a reasonable timescale and the investigation will be objective and evidence based, and will culminate in a production of a report that focuses on learning lessons to prevent problems recurring.

We may decide that your concern would be better looked at under another process; for example, our process for dealing with bullying and harassment. If so, we will discuss that with you.

Reports of fraud should be made to our local counter-fraud specialist, Byron Kevin: 01293 591878 byron.kevern@bakertilly.co.uk Or the NHS Fraud, Bribery and Corruption Reporting Line: 0800 028 40 60.

Any employment issues identified during the investigation will be kept separate.

1.4.4.2 Communicating with you

We will treat you with respect at all times, and will thank you for raising your concerns. We will discuss your concerns with you, to ensure we understand exactly what you are worried about. We will tell you how long we expect the investigation to take and keep you up to date with its progress. Wherever possible, we will share the full investigation report with you (while respecting the confidentiality of others).

1.4.4.3 How will we learn from your concern?

The focus of the investigation will be on improving the service we provide for patients. Where it identifies improvements that can be made, we will track them to ensure necessary changes are made, and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

1.4.4.4 Board oversight

The board will be given high level information about all concerns raised by our staff through this policy and what we are doing to address any problems. We will include similar high level information in our annual report. The board supports staff raising concerns and wants you to feel free to speak up.

1.4.5 Making a 'protected disclosure'

There are very specific criteria that need to be met for an individual to be covered by whistleblowing law when they raise a concern (to be able to claim the protection that accompanies it). There is also a defined list of 'prescribed persons' as set out in Annex 1, who you can make a protected disclosure to. To help you consider whether you might meet these criteria, please seek independent advice from the Whistleblowing Helpline for the NHS and social care, Public Concern at Work or a legal representative

2.0 Policy Statement

This policy highlights the trust's commitment to fostering a culture of safety and learning in which all staff feel safe to raise a concern about anything they believe is harming the services we deliver.

3.0 Duties

3.1 All staff

All staff have a responsibility to read and understand this policy and to support the principles set out within it so that individuals are always supported to raise concerns and to feel free to speak up.

3.2 All managers/clinical leaders

Managers and clinical leaders are key to developing a culture of safety and learning in which all staff feel safe to raise a concern about anything they believe is harming the services we deliver and a responsibility to deal with all such concerns effectively in line with this policy.

3.2 Care Delivery Service (CDS) Leadership Teams

CDS leadership teams are responsible for the effective implementation of this policy within their CDS; providing resources for putting this policy into practice and local systems to ensure adherence and learning.

3.3 Freedom to Speak Up Guardian

The local freedom to speak up guardian is responsible for helping to nurture a culture of openness, by acting as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the chief executive, or if necessary, outside the organisation.

3.4 Executive Team

As recommended by the independent freedom to speak up review, the best evidence suggests that a good safety culture is most successfully embedded in organisations where responsibility and accountability for local policy and procedures for raising concerns sit with the executive team. The executive team is therefore responsible for ensuring this policy is properly applied.

3.5 Executive Medical Director

The executive medical director is the executive-lead, and responsible for implementation and review of this policy. He will be the first Designated Person (see *section iv. of the procedure*).

3.6 Chief Executive

The chief executive is responsible for reviewing all concerns escalated to him in accordance with the procedure and, with the medical director, for regularly reviewing all concerns that have been formally recorded, to ensure local procedures are effective, and to identify areas for improvement.

3.7 Board of Directors

The board will consider annually (and by exception when necessary) a report covering the concerns raised under this policy and what has been done to address any problems.

3.8 Trust Secretary

The trust secretary is the second Designated Person (*see section iv. of the procedure*) and is responsible for ensuring accurate recording of all formal¹ concerns raised under this policy and timely reporting to help ensure appropriate oversight by the executive team, board of directors and guardian.

4.0 Procedure

[See Annex 1]

5.0 Development, consultation and ratification

This national policy has been adopted by the trust, as suggested by Monitor, the TDA and NHS England.

The procedure has also been informed by national policy, and in consultation with the service delivery board² and a task and finish group of staff; established by the executive medical director.

In light of its role in reviewing arrangements that allow staff to feel able to raise concerns, and in ensuring that arrangements are in place for the proportionate and independent investigation of such matters, the Audit Committee³ has ratified this policy.

6.0 Equality and Human Rights Impact Assessment (EHRIA)

The policy has undergone an Equality and Human Rights Impact Analysis

7.0 Monitoring Compliance

7.1 Audit Committee

On behalf of the board of directors, the audit committee will review the arrangements provided by this policy to ensure appropriate safeguards are in place to allow staff to feel able to raise concerns and that there is proportionate and independent investigation and follow-up action of such matters.

¹ Concerns raised under Stage 2 of the procedure

² board constituted by each of the 9 care delivery services

³ Standing committee of the board of directors constituted of independent non-executive directors

7.2 Executive Assurance Committee

On behalf of the executive team, the executive assurance committee will regularly review concerns raised under this policy and from the evidence seek assurance that;

- more staff are feeling able to speak up
- the concerns are being handled properly
- lessons are being learnt

The committee will agree actions to address any gaps in assurance.

7.3 CDS boards

Each care delivery service will monitor the extent to which the culture within their CDS allows staff to feel free to speak up and through their governance structure will regularly test compliance with this policy.

8.0 Dissemination and Implementation of policy

Through CDS leadership teams, awareness of this policy will be raised to all operational staff. Through the executive team, awareness of this policy will be raised to all corporate staff. Ensuring everyone is familiar with the policy and procedure and understand its purpose.

CDS leadership teams will develop their own strategy for ensuring robust dissemination and implementation.

The policy should be in the induction checklist for all new staff and should be mentioned regularly at team meetings and in supervision.

9.0 Document Control including Archive Arrangements

It is the responsibility of the Sponsor and Author of this policy document to ensure that it is kept up to date with any local or national policy, or legislative changes. The policy will be managed in accordance with the Policy for Procedural Documents.

10.0 Reference documents

- Freedom to Speak Up Review
- Dignity at Work (Harassment & Bullying) Policy and Procedure
- Disciplinary Policy and Procedure
- Grievance Policy
- Anti-Fraud & Bribery Policy

11.0 Bibliography

- Public Concern at Work website – www.pcaw.co.uk
- Public Interest Disclosure Act 1998 – www.legislation.gov.uk
- Whistleblowing arrangements - Code of Practice – Public Concern at Work in collaboration with the British Standards Institution
- Equalities Act 2010

FREEDOM TO SPEAK UP FLOWCHART

STAFF

This flowchart sets out the stages in raising a concern. Please note that depending on the issue(s) it might be appropriate to consider escalating your concern to the Local Guardian or External or Prescribed Person at an earlier stage than is shown on the flowchart.

SEEK ADVICE

Getting Advice

If you are not sure whether or how to raise a concern at any stage you should get advice from the Local Freedom to Speak Up Guardian or the Whistleblowing Helpline: 0800 724 725. Students can talk to their tutor/mentor.

You wish to raise a concern

Find the Trust's Whistleblowing Policy

Aware of what to do?

Not sure of what to do?

Seek advice from the Local Guardian or the Whistleblowing Helpline: 08000 724 725

STAGE 1 INFORMAL

Discuss informally with Appropriate Person

RESOLVED

Unable to raise concern at any level within the organisation

Not Resolved

STAGE 2 FORMAL

Key Points

- Take immediate action
- Refer to the Whistleblowing policy and local procedure
- Keep an accurate record
- Track identified improvements to ensure necessary changes are made
- Publish/share learning

Formally raise your concern with a Designated Person

Concerns, timescales & confidentiality agreed between the concern raiser and the Designated Person

Investigating Manager appointed and supplied with info by Designated Person

Investigating Manager conducts witness interviews, examines documents etc.

Write an investigation report with recommendations

Investigating Manager feeds back to Designated Person

Investigating Manager feeds back to the concern raiser

RESOLVED

Not Resolved

STAGE 3 CHIEF EXECUTIVE

Raise your concern with Chief Executive

RESOLVED

Not Resolved

STAGE 4 EXTERNAL

Seek additional advice/support

Refer externally to a Prescribed Person

Stage 1 – Informal

i. Receipt of concern

An informal concern can be raised using any method (e.g. email, letter, phone call, in person) with any manager or clinician the person raising the concern considers to be appropriate (an 'Appropriate Person').

The Appropriate Person will acknowledge the concern within two working days.

The Appropriate Person will adopt the principles of the Freedom to Speak Up review and its vision for raising concerns, and will respond in line with them (*see Appendix 1*)

Within a reasonable timeframe, the Appropriate Person will agree with the member of staff the specific concerns being raised and will clarify that they should be taken forward pursuant to the whistleblowing policy and procedure, taking account of the related policies⁴.

The Appropriate Person will then agree with the member of staff how the concern will be explored and how the feedback will be provided. This will include agreeing reasonable⁵ expectations of the eventual outcome.

ii. Investigation

At this informal stage, there is no prescribed methodology for how a concern should be investigated. The Appropriate Person will, in a way agreed with the member of staff, ensure the concerns are comprehensively explored; mindful of the outcome expected.

iii. Response

The Appropriate Person will ensure the response to the concern is made within the timescale agreed with the member of staff. In circumstances where more time is needed, the Appropriate Person will keep the member of staff appropriately informed.

iv. Outcome/Follow up

If the response resolves the concern to the satisfaction of the member of staff then the matter is closed.

The Appropriate Person will keep a record of concern to include the date the concern was received, whether confidentiality has been requested, a summary of the concerns and dates when updates or feedback has been given.

The CDS will then review all informal concerns raised under this policy and procedure and ensure any lessons are learnt.

If the response does not resolve the concern to the satisfaction of the member of staff then the Appropriate Person will facilitate escalation to a Designated Person. The concern will therefore be handled in accordance with Stage 2

⁴ e.g. Grievance policy/Disciplinary policy/Dignity at work – bullying and harassment policy

⁵ Where expectations are considered unreasonable the Appropriate Person should seek advice from a Designated Person and/or the Freedom to Speak Up Guardian

Designated Persons are:

- **Dr Tim Ojo**, Medical Director and Executive Lead for Freedom to Speak Up.

Email: tim.ojo@sussexpartnership.nhs.uk

Tel: 07810 483 430

- **Peter Lee**, Trust Secretary

Email: peter.lee@sussexpartnership.nhs.uk

Tel: 07770 834 859

Stage 2 – Formal

v. Receipt of concern

(Where the concern has been handled initially under Stage 1) the Appropriate Person will pass all correspondence to the Designated Person and ‘handover’ the steps they have taken to resolve the concern.

(Where the member of staff first raises the concern with the Designated Person) the concern can be raised using any method, e.g. email, letter, phone call, in person.

The Designated Person will contact the member of staff to acknowledge the concern within two working days.

The Designated Person will adopt the principles of the Freedom to Speak Up review and its vision for raising concerns, and will respond in line with them (*see Appendix 1*)

Within a reasonable timeframe, the Designated Person will agree with the member of staff the specific concerns being raised and will clarify that they should be taken forward pursuant to the whistleblowing policy and procedure, taking account of the related policies⁶. Where the concern is escalated from Stage 1 this step will involve clarifying the ‘continuing’ concerns.

The Designated Person will then agree with the member of staff how the concern will be explored and how the feedback will be provided. This will include agreeing reasonable⁷ expectations of the eventual outcome.

vi. Investigation

Unless the Designated Person appoints an Investigating Manager, they will assume the role of Investigating Manager and, in a way agreed with the member of staff, ensure the concerns are comprehensively investigated; being mindful of the outcome expected.

The investigation will typically include, but not be limited to, conducting witness interviews, reviewing documents, and seeking specialist advice, as required.

⁶ Grievance policy/Disciplinary policy/Dignity at work – bullying and harassment policy

⁷ Where expectations are considered unreasonable the Designated Person should seek advice from the Freedom to Speak Up Guardian

vii. Response

While the Investigating Manager will be responsible for carrying out the investigation, the Designated Person, where different, will ensure the response to the concern is made within the timescale agreed with the member of staff. In circumstances where more time is needed, the Designated Person will keep the member of staff appropriately informed.

The Investigating Manager will provide a report setting out their findings. This will include;

<ul style="list-style-type: none">• Introduction Confirming the context of how the concern was raised.• The complaint Listing the concerns agreed with the member of staff, which is subject to investigation.• Evidence Considered Listing interviews, sources of information etc.• The Investigation Explaining how the investigation was conducted.• Findings Based on the evidence considered and how this was investigated; what was found by the Investigating Manager in relation to each of the specific concerns. This will invariably involve making judgments based on the facts established.• Recommendations List any recommendations (learning) relating to the specific concerns.• Conclusion A summary by the Investigating Manager on what their investigation concluded.• Final Remarks Any final remarks the Investigating Manager wishes to make, e.g. a message on a more personal note to the member of staff.

The Investigating Manager will share the final report with the Designated Person (where different) and with the member of staff.

viii. Outcome/Follow up

If the response resolves the concern to the satisfaction of the member of staff then the matter is closed.

The Designated Person will ensure a central record of the concern and the investigation is retained in line with the Corporate Records Policy.

If the response does not resolve the concern to the satisfaction of the member of staff then the Designated Person will facilitate escalation to the Chief Executive; resulting in the concern being handled in accordance with Stage 3.

Stage 3 – Chief Executive

ix. Receipt of concern

The Designated Person will pass all correspondence to the Chief Executive and ‘handover’ the steps they have taken to resolve the concern.

The Chief Executive will contact the member of staff within two working days to acknowledge their concern has been escalated.

Within a reasonable timeframe, the Chief Executive will agree with the member of staff the specific continuing concern(s) and will clarify what more the member of staff believes should be done to reach a satisfactory outcome.

x. Investigation

The Chief Executive will review the file, talk to the Designated Person and where appropriate, the Investigating Manager, to inform his judgment about the extent to which the concerns have been handled in line with the principles of the Freedom to Speak Up review and its vision for raising concerns (*see Appendix 1*).

Where the Chief Executive believes the principles have been adhered to and there is nothing more that the trust can reasonably do to address the concerns to the satisfaction of the member of staff; he will confirm the same in writing setting out the rationale for his judgment.

Where the Chief Executive believes the trust can reasonably do more to address the concerns to the satisfaction of the member of staff; he will ensure this happens in conjunction with the Designated Person.

xi. Response

Following any further investigation instructed by the Chief Executive, he will ensure, typically through the Designated Person that the investigation report (*see vii above*) is amended accordingly, and the Chief Executive will write to the member of staff to outline the additional steps taken.

xii. Outcome/Follow up

If the response by the Chief Executive resolves the concern to the satisfaction of the member of staff then the matter is closed and the Designated Person will ensure a record of the concern and the investigation is retained in line with the Corporate Records Policy.

If the response does not resolve the concern to the satisfaction of the member of staff then the Chief Executive will refer the matter to the local Freedom to Speak Up Guardian who will help to advise the member of staff about the options for next steps; this will include providing details about how to escalate to Stage 4.

Stage 4 – External

xiii. Refer externally to a Prescribed Person

The member of staff can raise their concern directly to a Prescribed Person (Appendix 2), in circumstances where they believe they cannot raise it at any level within the trust. They will be encouraged to first seek advice from the local Freedom to Speak Up Guardian and/or the Whistleblowing Helpline.

The Prescribed Person will either refer the member of staff back to one of the stages set out in this procedure or will conduct their own investigation in conjunction with the trust.





Department
for Business
Innovation & Skills

**BLOWING THE WHISTLE TO A
PRESCRIBED PERSON**

List of prescribed persons and
bodies

FEBRUARY 2016

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Blowing the whistle to a Prescribed Person

Introduction

The prescribed persons list.

If you decide to blow the whistle to a prescribed person rather than your employer, you must make sure that you have chosen the correct person or body for your issue. For example, if you are blowing the whistle on broadcasting malpractice you should contact the Office of Communications.

Below is a list of the prescribed persons and bodies who you can make a disclosure to. There is also a brief description about the matters you can report to each prescribed person.

In addition, you could also blow the whistle to your legal adviser, in the course of obtaining legal advice, or to a member of the House of Commons about any matter specified in the Public Interest Disclosure (Prescribed Persons) (Amendment) (No 2) Order 2015. You can get the contact details for any Member of Parliament at the following link:

<http://www.parliament.uk/mps-lords-and-offices/>

More information on whistleblowing can be found on the GOV.UK website:

www.gov.uk/whistleblowing

Broadcasting and communication

The Office of Communications (known as Ofcom)

about the provision of electronic communications networks and services, broadcasting and the provision of radio and TV services; media ownership and control, and competition in communication markets.

Chairman

The Office of Communications

Riverside House

2a Southwark Bridge Road

London SE1 9HA

Tel: 020 7981 3000

Fax: 020 7981 3333

www.ofcom.org.uk

Business, finance or fraud

Accounts Commission for Scotland

about the proper conduct of public business, value for money, fraud and corruption in local government bodies in Scotland.

The Secretary to the Accounts Commission
Accounts Commission for Scotland
102 West Port
Edinburgh EH3 9DN
Tel: 0131 625 1500
Email: correspondence@audit-scotland.gov.uk
www.audit-scotland.gov.uk

The Auditor General for Wales

about the proper conduct of public business; value for money, fraud and corruption in public bodies in Wales.

PIDA Officer
The Auditor General for Wales
24 Cathedral Road
Cardiff CF11 9LJ
Tel: 01244 525980
E-mail: whistleblowing@wao.gov.uk
www.wao.gov.uk/whistleblowers-hotline

The Auditor General for Scotland

about the proper conduct of public businesses in Scotland, including value for money, fraud and corruption in relation to the provision of public services in Scotland.

The Auditor General for Scotland
Audit Scotland
102 West Port
Edinburgh EH3 9DN
Tel: 0131 625 1500
Email: correspondence@audit-scotland.gov.uk
www.audit-scotland.gov.uk

Audit Scotland

about the proper conduct of public businesses in Scotland, including value for money, fraud and corruption in public bodies in Scotland.

The Chief Operating Officer

Audit Scotland

102 West Port

Edinburgh EH3 9DN

Tel: 0131 625 1500

Email: correspondence@audit-scotland.gov.uk

www.audit-scotland.gov.uk

The Bank of England

about functioning of clearing houses (including central-counterparties); inter-bank payment systems and securities settlement systems; and the treatment, holding and issuing of banknotes by the Scottish and Northern Ireland banks authorised to issue banknotes (and their agents).

Bank of England (IAWB)

20 Moorgate

London EC2R 6DA

Tel: 020 3461 8703

Email: BOEwhistleblowing@bankofengland.co.uk

Commissioner for Ethical Standards in Public Life in Scotland

about breaches by a councillor or a member of a devolved public body of the code of conduct applicable to that councillor or member in Scotland.

Commissioner for Ethical Standards in Public Life in Scotland

Thistle House

91 Haymarket Terrace

Edinburgh EH12 5HE

Tel: 0300 011 0550

Email: investigations@ethicalstandards.org.uk

Commissioners for Her Majesty's Revenue & Customs (HMRC)

about the administration of UK taxes; the administration of national insurance and tax credits systems; Customs and border-related functions and criminal investigations.

HM Revenue and Customs
Freepost NAT22785
Cardiff CF14 5GX
Tel: Freephone 0800 788 887
Fax: Free fax 0800 783 0879
Textphone: 0845 915 3296
www.hmrc.gov.uk

The Comptroller and Auditor General

about the proper conduct of public business, value for money, fraud and corruption in relation to the provision of public services.

The Comptroller and Auditor General
National Audit Office
157-197 Buckingham Palace Road
London SW1W 9SP
Tel: 020 7798 7999
www.nao.org.uk/contact-us/

The Director of the Serious Fraud Office

about serious or complex fraud in England, Wales or Northern Ireland and civil recovery of the proceeds of unlawful conduct.

The Director of the Serious Fraud Office
2-4 Cockspur Street
London SW1Y 5BS
Tel: 020 7239 7272
Email: confidential@sfo.gsi.gov.uk
www.sfo.gov.uk

The Financial Conduct Authority (FCA)

about the conduct of funds, markets, firms and individuals subject to Financial Services and Markets Act 2000, including banks, building societies, consumer credit and investment or insurance businesses; about competition affecting financial markets in the United Kingdom and about the operation of mutual societies registered by the FCA under relevant legislation.

Intelligence Department (Ref PIDA)

The Financial Conduct Authority

25 The North Colonnade

Canary Wharf, London E14 5HS

Tel: 020 7066 9200

Fax: 020 7676 9727

Email: whistle@fca.org.uk

www.fca.org.uk/site-info/contact/whistleblowing

Financial Reporting Council Limited and its conduct committee

about matters related to the independent oversight of the accountancy, auditing and actuarial professions; the monitoring of statutory audit functions in respect of major audits; compliance with the requirements of legislation relating to accounting and reporting; and the investigation of the conduct of auditors, accountants and actuaries in public interest cases.

PIDA Officer

Financial Reporting Council

8th Floor

125 London Wall

London EC2Y 5AS

Tel: 0207 492 2479

Email: whistleblowing@frc.org.uk

www.frc.org.uk

The Lord Advocate, Scotland

about serious or complex fraud in Scotland.

The Head of the Serious and Organised Crime Division

Crown Office

25 Chambers Street

Edinburgh EH1 1LA

Tel: 08445 614061

Email: SOCDADMINEast@copfs.gsi.gov.uk

Payment Systems Regulator

about payment systems and the services provided by them.

Intelligence Department (Ref PIDA)

The Financial Conduct Authority

25 The North Colonnade

Canary Wharf

London E14 5HS

Tel: [020 7066 9200](tel:02070669200)

Email: whistle@fca.org.uk

Prudential Regulation Authority

about matters relating to the carrying on of deposit-taking business, insurance business, or investment business and the safety and soundness of persons authorised for such purposes.

Prudential Regulation Authority (IAWB)

20 Moorgate

London, EC2R 6DA

Tel: 020 3461 8703

Email: PRAwhistleblowing@bankofengland.co.uk

Public Services Ombudsman for Wales

about breaches by a member or co-opted member of a relevant authority's code of conduct in Wales.

Public Services Ombudsman

1 Ffordd yr Hen Gae

Pencoed CF35 5LJ

Tel: 0300 790 0203

Fax: 01656 641199

Email: ask@ombudsman-wales.org.uk

www.ombudsman-wales.org.uk

Revenue Scotland

about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax)

Revenue Scotland

Victoria Quay

Edinburgh

EH6 6QQ

Email: info@revenue.scot

www.revenue.scot

The Secretary of State for Business, Innovation and Skills

about fraud and other misconduct in relation to companies.

Intelligence Hub

Insolvency Service

3rd Floor, Cannon House

18 Priory Queensway

Birmingham B4 6FD

Tel: 0300 678 0017

Email: Intelligence.Live@insolvency.gsi.gov.uk

www.gov.uk/insolvency-service

Charities

The Charity Commission for England and Wales

about the proper administration of charities in England and Wales and of funds given or held for charitable purposes in England and Wales.

Charity Commission

Tel: 0300 066 9197

Email: whistleblowing@charitycommission.gsi.gov.uk

www.charitycommission.gov.uk

Office of the Scottish Charity Regulator

about the proper administration of charities and of funds given or held for charitable purposes in Scotland.

Office of the Scottish Charity Regulator (OSCR)

2nd Floor

Quadrant House

9 Riverside Drive

Dundee DD1 4NY

Tel: 01382 220 446

Fax: 01382 220 314

Email: C&I@oscr.org.uk

Children's Interest

Children's Commissioner

about matters relating to the rights, welfare and interests of children in England.

The Office of the Children's Commissioner

Sanctuary Buildings
20 Great Smith Street
London SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

www.childrenscommissioner.gov.uk

Children's Commissioner for Wales

about matters relating to the rights, welfare and interests of children in Wales.

Children's Commissioner for Wales

Oystermouth House

Phoenix Way

Llansamlet

Swansea SA7 9FS

Tel: 01792 765600

Fax: 01792 765601

Email: post@childcomwales.org.uk

www.childcomwales.org.uk

Commissioner for Children and Young People in Scotland

about matters relating to promoting and safeguarding the rights of children and young people in Scotland.

Scotland's Commissioner for Children and Young People

85 Holyrood Road

Edinburgh EH8 8AU

Tel: 0131 558 3373

Email: inbox@sccyp.org.uk

www.sccyp.org.uk

Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 3155

Email: whistleblowing@ofsted.gov.uk

The National Society for the Prevention of Cruelty to Children (NSPCC)

about matters relating to child welfare and protection.

NSPCC
Weston House
42 Curtain Road
London EC2A 3NH
Tel: 020 7825 2500
Fax: 020 7825 2525
Email: help@nspcc.org.uk

Welsh Ministers

about matters relating to the regulation and inspection of establishments and agencies for children's social care services and the inspection of Welsh local authority children's social services.

Care and Social Services Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ
Tel: 0300 7900 126
Email: cssiw@wales.gsi.gov.uk
<http://cssiw.org.uk/?lang=en>

Consumer Protection

Competition and Markets Authority

about matters concerning the sale of goods or the supply of services, which adversely affect the interests of consumers; competition affecting markets in the United Kingdom.

Competition and Markets Authority
Victoria House
37 Southampton Row
London WC1B 4AD
Tel: 020 3738 6000

Your local authority

about compliance with the requirement of consumer protection legislation. You can find the contact details of the relevant local authority here: <https://www.gov.uk/find-your-local-council>

Data Protection and Freedom of Information

The Information Commissioner

about compliance with the requirement of legislation relating to data protection and to freedom of information.

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

www.ico.org.uk

The Scottish Information Commissioner

about compliance with the requirement of legislation relating to freedom of information in Scotland.

Office of the Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews KY16 9DS

Tel: 01344 464610

Email: enquiries@itspublicknowledge.info

www.itspublicknowledge.info

Defence procurement

Single Source Regulations Office

about matters relating to the regulation of single source defence contracts and compliance with the scheme established by the Defence Reform Act 2014.

Single Source Regulations Office

Finlaison House

15-17 Furnival Street

London EC4A 1AB

Tel: 020 3771 4767

Email: enquiries@ssro.gov.uk

www.ssro.gov.uk

Education

Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")

about matters relating to the regulation and inspection of establishment and agencies for children's social care services.

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 3155
Email: whistleblowing@ofsted.gov.uk

Office of Qualifications and Examinations Regulation

about matters in relation to which the Office of Qualifications and Examinations Regulation exercise functions under the Apprenticeships, Skills, Children and Learning Act 2009.

Casework Manager
Ofqual
Spring Place
Coventry Business Park
Herald Avenue
Coventry CV5 6UB
Tel: 0300 303 3346
Email: Public.Enquiries@ofqual.gov.uk
Online reform form: www.ofqual.gov.uk/complaints-and-appeals/whistleblowing/.

Secretary of State for Education

about matters relating to the following educational institutions in England: Maintained schools; Maintained nursery schools; Independent schools (including academies and free schools); Non-maintained special schools; Pupil referral units; Alternative provision academies; 16-19 Academies (and free schools); Sixth form colleges; Special post-16 institutions.

Ministerial and Public Communications Division

Department for Education

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0370 000 2288

Online contact form: www.education.gov.uk/contactus

Environment

The Environment Agency

about acts and omissions which have an actual or potential effect on the environment or the management or regulation of the environment including those relating to pollution, abstraction of water, flooding, the flow in rivers, inland fisheries and migratory salmon or trout.

National Customer Contact Centre

P O Box 544

Rotherham S60 1BY

Tel: 03708 506 506

www.environment-agency.gov.uk

Welsh Ministers

about matters relating to the environment and natural resources as set out in the Natural Resources Body for Wales (Establishment) Order 2012

Natural Resource Wales

c/o Customer Care Centre

Ty Cambria

29 Newport Rd

Cardiff CF24 0TP

Tel: 0300 065 3000

Email: enquiries@naturalresourceswales.gov.uk

The Scottish Environment Protection Agency

about acts or omissions which have an actual or potential effect on the environment or the management or regulation of the environment, including those relating to flood warning systems and systems and pollution in Scotland.

Customer Service

Scottish Environment Protection Agency

Erskine Court Castle Business Park

Stirling FK9 4TR

Tel: 08456 124 124

Email: CustomerServices@sepa.org.uk

www.sepa.org.uk

Food Standards

The Food Standards Agency (FSA)

about matters which affect the health of any member of the public in relation to consumption of food and matters which concern the protection of consumers.

Food Standards Agency

Aviation House

125 Kingsway

London WC2B 6NH

Tel: 020 7276 8829

Email: helpline@foodstandards.gsi.gov.uk

www.food.gov.uk

Your local authority

about compliance with the requirements of food safety legislation. You can find the contact details for the relevant local authority here: <https://www.gov.uk/find-your-local-council>

Health and Safety

The Health and Safety Executive

about matters relating to those industries and work activities for which the Health and Safety Executive is the enforcing authority under the Health and Safety (Enforcing Authority) Regulations 1998 and which are about the health and safety of individuals at work, or the health and safety of the public arising out of or in connection with the activities of persons at work.

Health and Safety Executive

Tel: 0300 003 1647

Online form: <http://www.hse.gov.uk/contact/raising-your-concern.htm>
www.hse.gov.uk

Office for Nuclear Regulation

about matters which may affect the health and safety of individuals on a GB nuclear site; an authorised defence site; a new nuclear build site; and the health and safety of any member of the public in connection with the activities of persons at work on premises which are, or are on, such sites.

Office for Nuclear Regulation

Building 4 Redgrave Court

Merton Road

Bootle L20 7HS

Email: ONRenquiries@onr.gsi.gov.uk

Your local authority

about matters which may affect the health or safety of any individual at work or matters which may affect the health and safety of any member of the public arising out of or in connection with the activities of persons at work. You can find the contact details for the relevant local authority here: <https://www.gov.uk/find-your-local-council>

Healthcare

Care Quality Commission

about matters relating to the provision of health and social care.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

www.cqc.org.uk

Healthwatch England¹

Healthwatch England

Skipton House

80 London Road

London SE1 6LH

www.healthwatch.co.uk/

General Chiropractic Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Chiropractic Council.

General Chiropractic Council

44 Wicklow Street

London WC1X 9HL

Tel: 020 7713 5155

Fax: 020 7713 5844

Email: regulation@gcc-uk.org

Online complaint form: <https://www.gcc-uk.org/concerns/online-complaint-form/>

¹Healthwatch England (HWE) is part of the Care Quality Commission (CQC). While CQC is the Prescribed Person, arrangements are in place to allow workers to also make disclosures directly to HWE if they wish

General Dental Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Dental Council.

Fitness to Practise Team
General Dental Council
44 Baker Street
London W1U 7AL
Tel: 0845 222 4141
Fax: 020 7009 2751
Email: fitnesstopractise@gdc-uk.org
www.gdc-uk.org

General Medical Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Medical Council.

General Medical Council
Fitness to Practise Directorate
3 Hardman Street
Manchester M3 3AW
Tel: 0161 923 6602
[Or use our online complaints form to tell us about a concern about a doctor.](#)
www.gmc-uk.org

General Optical Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Optical Council.

Compliance Manager
General Optical Council
10 Old Bailey
London EC4M 7NG.
Tel: 020 7580 3898
www.optical.org

Osteopathic Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Osteopathic Council.

Osteopathy House
176 Tower Bridge Road
London SE1 3LU
Tel: 020 7357 6655
Fax: 020 7357 0011
Email: regulation@osteopathy.org.uk

General Pharmaceutical Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Pharmaceutical Council.

Investigating Team
General Pharmaceutical Council
25 Canada Square
London E14 5LQ
Tel: 020 3365 3603
Email: concerns@pharmacyregulation.org

Healthcare Improvement Scotland

about matters relating to furthering the improvement in the quality of health care in Scotland.

Executive Office Business Manager
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
Tel: 0131 623 4300
www.healthcareimprovementscotland.org

Health and Care Professions Council

about matters relating to the registration and fitness to practise of health and care professional.

Health and Care Professions Council

Park House

184 Kennington Park Road

London SE11 8BU

Tel: 0845 300 6184

www.hpc-uk.org

Health Education England

about matters relating to the education and training for health care workers and ensuring sufficient skilled and trained health care workers are available for the delivery of services.

Health Education England

1st Floor

Blenheim House

Duncombe Street

Leeds, LS1 4PL

<https://hee.nhs.uk/>

Local Education and Training Boards (LETBs)² are committees of Health Education England (HEE). There are thirteen LETBs across England and you can find the contact details here: <https://hee.nhs.uk/about/our-letbs/>

Monitor

about the regulation and performance of NHS foundation trusts.

Monitor

Wellington House

133-135 Waterloo Road

London SE1 8UG

Tel: 020 3747 0000

Email: enquiries@monitor.gov.uk

www.gov.uk/monitor

² As Health Education England (HEE) is the Prescribed Person, arrangements are in place to allow workers to make disclosures directly to their regional LETB as well as HEE. There are thirteen LETBs across England. See above for contact details.

National Health Service Commissioning Board (also known as NHS England)

about matters relating to the delivery of primary medical, dental, ophthalmic and pharmaceutical services in England.

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0800 072 4725

enquiries@wbhelpline.org.uk

NHS Business Services Authority

about the performance of services intended to monitor and take action on fraud, corruption or other unlawful activity in relation to the health service in England; the delivery of security management in the health service in England.

NHS Protect

Skipton House

80 London Road

London, SE1 6LH

<http://www.nhsbsa.nhs.uk/Protect.aspx>

NHS Trust Development Authority

about the performance of English NHS trusts, including clinical quality, governance and management of risk.

The Contact Centre

NHS Trust Development Authority

Southside

Victoria Road

London SW1E 6QT

Tel: 020 7932 1980

Email: ntda.enquiries@nhs.net

Nursing and Midwifery Council

about matters relating to the registration and fitness to practise of a registered nurse or midwife and any other activities in relation to which the Council has functions.

Nursing and Midwifery Council

23 Portland Place

London W1B 1PZ

Tel: 020 7637 7181

Email: whistleblowing@nmc-uk.org

<http://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/whistleblowing/>

The Secretary of State for Health

about matters relating to the provision of public health services.

Public Health England³

Public Information Access Office

Wellington House

133-135 Waterloo Road

London SE1 8UG

www.gov.uk/government/organisations/public-health-england

Ministerial Correspondence and Public Enquires Unit

Department of Health

Richmond House

79 Whitehall

London SW1A 2NS

<https://www.gov.uk/government/organisations/department-of-health>

³ The Secretary of State for Health is the Prescribed Person for public health matters. Public Health England (PHE) discharges some of the public health responsibility on behalf of the Secretary of State. Arrangements are in place to allow disclosures to be made directly to PHE as well as to the Secretary of State for Health. See above for contact details.

Welsh Ministers

about the review of, and investigation into the provision of health care by and for Welsh NHS bodies.

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ
Tel: 0300 062 8163
Fax: 0300 062 8387
Email: hiw@wales.gsi.gov.uk
www.hiw.org.uk

Housing

Homes and Communities Agency

about the conduct of the business of registered providers of social housing in England

Arpley House
110 Birchwood Boulevard
Birchwood
Warrington WA3 7QH
Tel: 0300 1234 500
Email: mail@homesandcommunities.co.uk

Registers of Scotland

about matters relating to the registration of land or property in Scotland.

The Chair of the Audit Committee,
Non-Executive Director
RoS Secretariat
Meadowbank House
153 London Road,
Edinburgh EH7 8AU
Tel: 0131 659-6111
Email: rossecretariat@ros.gov.uk

Scottish Housing Regulator

about social landlords' performance of housing activities; the registration of registered social landlords; and the financial well-being and standards of governance in Scotland.

Scottish Housing Regulator
Europa Building
450 Argyle Street
Glasgow G2 8LG
Tel: 0141 242 5642
Email: shr@scottishhousingregulator.gsi.gov.uk

Welsh Ministers

about the regulation of registered social landlords in Wales.

Housing Directorate

Welsh Government

Cathay Park

Cardiff CF10 3NQ

Tel: 0300 0603300

Email: customerHelp@Wales.GSI.Gov.UK

www.wales.gov.uk

Local authorities

England

Following the Audit Commission's closure on 31 March 2015, disclosures relating to local authorities can be made to the external auditor of the relevant authority or the Comptroller and Auditor General. To make a disclosure to the authority's external auditor, please contact the local authority, who will have a record of who to contact. You can also ask Public Sector Audit Appointments Limited (PSAA), the company now responsible for appointing auditors to local government, police and local NHS bodies (<http://www.psaa.co.uk>) for the name of the auditor of the relevant local authority. It should be noted that PSAA is not a prescribed person under the Public Interest Disclosure Act and their role in this is only to signpost individuals to the external auditor appointed to the local authority in question. To make a disclosure to the Comptroller and Auditor General, please contact the National Audit Office (see Comptroller and Auditor General below).

The Comptroller and Auditor General

about the proper conduct of public business, value for money, fraud and corruption in relation to the provision of public services.

The Comptroller and Auditor General
National Audit Office
157-197 Buckingham Palace Road
London SW1W 9SP
Tel: 020 7798 7999
www.nao.org.uk/contact-us/

Scotland

about matters relating to local authorities in Scotland, please can contact either Audit Scotland or the Accounts Commission for Scotland (contact details can be found under the heading 'Business, finance and fraud')

Wales

about matters relating to local authorities in Wales, please can contact the Auditor General for Wales (contact details can be found under the heading 'Business, finance and fraud').)

Pensions

The Pensions Regulator

about matters relating to the protection of members' benefits under occupational and private pensions schemes, the administration and governance of work-based pension schemes including matters relating to automatic enrolment under the Pensions Act 2008.

The Information Team

Napier House

Trafalgar Place

Brighton BN1 4DW

Tel: 0345 600 7060

Email: wb@tpr.gov.uk

www.thepensionsregulator.gov.uk

Police and justice

Chief Executive of the Criminal Cases Review Commission

about actual or potential miscarriages of justice in England and Wales.

Criminal Cases Review Commission

5 St Philip's Place

Birmingham B3 2PW

Tel: 0121 233 1473

Fax: 0121 232 0899

Email: complaints@ccrc.x.gsi.gov.ukwww.ccrcc.gov.uk

The Chief Executive of the Scottish Criminal Cases Review Commission

about actual or potential miscarriages of justice in Scotland.

Scottish Criminal Cases Review Commission

5th Floor, Portland House

17 Renfield Street

Glasgow G2 5AH

Tel: 0141 270 7030

Fax: 0141 270 7040

Email: info@sccrc.org.uk

www.sccrc.org.uk

The Director of the Serious Fraud Office

about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.

The Director of the Serious Fraud Office

2-4 Cockspur Street

London SW1Y 5BS

Tel: 020 7239 7272

Email: confidential@sfo.gsi.gov.uk

www.sfo.gov.uk

The Independent Police Complaints Commission

about matters relating to the conduct of a person serving with the police.

Independent Police Complaints Commission

P O Box 473

Sale M33 0BW

Tel: 0300 020 0096

Email: enquiries@ipcc.gsi.gov.uk

www.ipcc.gov.uk

National Crime Agency

about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.

National Crime Agency,

PO Box 58396

London NW1W 9SB

Tel. 020 7238 2626

Email: public.complaints@nca.x.gsi.gov.uk

Social care

Care Council for Wales

about matters relating to the registration of social care workers in Wales.

Care Council for Wales

South Gate House

Wood Street

Cardiff CF10 1EW

Tel: 0300 303 3444

ftp@ccwales.org.uk

Care Inspectorate

about matters relating to the provision of care services in Scotland.

Compass House

11 Riverside Drive

Dundee DD1 4NY

Tel: 0345 600 9527

Email: enquiries@careinspectorate.com

Care Quality Commission

about the provision of adult social care services in England.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 0300 061 6161

www.cqc.org.uk

Health and Care Professions Council

about matters relating to the registration and fitness to practise of health and care professional.

Health and Care Professions Council

Park House

184 Kennington Park Road

London SE11 8BU

Tel: 0845 300 6184

www.hpc-uk.org

Healthcare Improvement Scotland

about matters relating to furthering the improvement in quality of health care in Scotland.

Healthcare Improvement Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh EH12 9EB

Tel: 0131 623 4300

Email: comments.his@nhs.net

www.healthcareimprovementscotland.org

Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 3155

Email: whistleblowing@ofsted.gov.uk

Scottish Social Services Council

about matters relating to the registration of the social services workforce in Scotland.

Scottish Social Services Council

Compass House

11 Riverside Drive

Dundee DD1 4NY

Tel: 01382 207101

Email: registration@sssc.uk.com

www.sssc.uk.com

Welsh Ministers

about matters relating to the provision of social care services and to the inspection of Welsh local authority social services.

Care and Social Services Inspectorate Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil CF48 1UZ

Tel: 0300 7900 126

Email: cssiw@wales.gsi.gov.uk

<http://cssiw.org.uk/?lang=en>

Social services and child welfare

Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 3155
Email: whistleblowing@ofsted.gov.uk

Scottish Social Services Council

about matters relating to the registration of the social services workforce in Scotland.

Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel: 01382 207 101
Email: registration@sssc.uk.com
www.sssc.uk.com

Welsh Ministers

about matters relating to the provision of social services and to the inspection and performance assessment of Welsh local authority social services.

Care and Social Services Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil, CF48 1UZ
Tel: 0300 7900 126
Email: cssiw@wales.gsi.gov.uk
<http://cssiw.org.uk/?lang=en>

Tax

Commissioners for Her Majesty's Revenue & Customs (HMRC)

about the administration of UK taxes; the administration of national insurance and tax credits systems; Customs and border-related functions and criminal investigations.

HM Revenue and Customs
Freepost NAT22785
Cardiff CF14 5GX
Tel: Freephone 0800 788 887
Fax: free fax 0800 783 0879
Textphone: 0845 915 3296
www.hmrc.gov.uk

Revenue Scotland

about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax)

Revenue Scotland
Victoria Quay
Edinburgh, EH6 6QQ
Email: info@revenue.scot
www.revenue.scot

Trade Unions

The Certification Officer

about fraud and other irregularities, relating to the financial affairs of trade unions and employers' associations.

Certification Officer

22nd Floor, Euston Tower

286 Euston Road

London NW1 3JJ

Tel: 020 7210 3734/3735

Fax: 020 7210 3612

Email: info@certoffice.org www.gov.uk/certificationofficer

Transport

Civil Aviation Authority

about compliance with the requirements of civil aviation legislation, including aviation safety and aviation security.

Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex RH6 0YR
Tel: 01293 573190
www.caa.co.uk

Office of Rail and Road

about (a) the provision and supply of railway services and any activities not covered by (a) in relation to which the Office of Rail and Road has functions.

Office of Rail and Road
One Kemble Street
London WC2B 4AN
Tel: 020 7282 2000
Fax: 020 7282 2040
www.orr.gov.uk

The Secretary of State for Transport

about consumer safety, compliance with requirement of merchant shipping law, including maritime safety and maritime security.

Chief Executive
Maritime and Coastguard Agency
Bay 3/30
Spring Place
105 Commercial Road
Southampton, SO15 1EG
Tel: 023 8032 9277
Fax: 023 8032 9122

Utilities

The Gas and Electricity Markets Authority (Known as Ofgem)

about the generation, transmission, distribution and supply of electricity or the transportation, shipping and supply of gas through pipes, and the renewable generation of heat.

Whistleblowing Desk
Ofgem Research and Information Centre
9 Millbank
London SW1P 3GE
Tel: 020 7901 7011
Fax: 020 7901 7378
Email: whistle@ofgem.gov.uk
www.ofgem.gov.uk

Water Services Regulation Authority (known as Ofwat)

about the supply of water and the provision of sewerage services in England or Wales.

Case Management Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
Tel: 0121 644 7725
Email: casemanagementoffice@ofwat.gsi.gov.uk
www.ofwat.gov.uk

The Water Industry Commission for Scotland

about the supply of water and the provision of sewerage services in Scotland.

Water Industry Commissioner for Scotland
First Floor Moray House
Forthside Way
Stirling FK8 1QZ
Tel: 01786 430200
Email: enquiries@watercommission.co.uk
www.watercommission.co.uk



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Department for Business, Innovation and Skills
1 Victoria Street
London SW1H 0ET
Tel: 020 7215 5000

Email: enquiries@bis.gsi.gov.uk

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