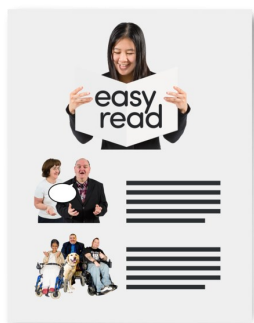
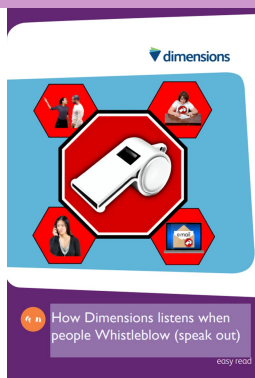




How Dimensions listens when people Whistleblow (speak out)



This booklet is all about Whistleblowing - speaking out

This booklet has information in easy read words and pictures, and is linked to a **policy**.

Dimensions Whistleblowing Policy.

Policy: A document that is very important that tells colleagues about the rules to do their jobs well and to keep people safe.

This booklet is for **you and your support team**, it should help you understand the rules.

If colleagues are not following the rules, you can tell someone in your support team or a family member or a friend, who can **speak up with or for you**.

Or you can make a complaint.

If you would like to find out how to make a complaint please ask for the **Making a complaint booklet**.



What is Whistleblowing (speaking out)

Whistleblowing is when someone reports something wrong or harmful to someone in charge.

Often, it is a member of a support team who is doing something wrong or harmful.

It may be a manager involved in a persons support.

We want everybody who works for Dimensions to know that it's good to speak out when something wrong or harmful is going on.

The person who speaks up is a **whistleblower**.



Who can be a Whistleblower (speak out)



The person who is being harmed.



Other people who are supported.



A family, member, friend or carer.



A support worker.



Neighbours or other people in your local area.



How to Whistleblow (speak out)

We know it's not always easy to **speak out**. So we have a **whistleblowing hotline**. This is a free phone number you can call any time of day or night.

The number is: **0800 915 1571**

You can email: dimensions@safecall.co.uk

You can write a letter.

Dimensions UK Ltd

Building 1230

Arlington Business Park

Theale

Reading

RG7 4SA

You can tell someone and together you can **whistleblow** (speak out)



This service is confidential. This means that you do not have to give your name but if you do it can be helpful.



The person you speak to will tell Chief Quality Governance & Lived Experience Officer.



They will make sure the wrong or harmful action is **investigated**.

Investigated: Find out what has happened.



If you have given your name the investigating manager will tell you as much as they can about what they have found out.



They may have to keep some details private to protect other people.

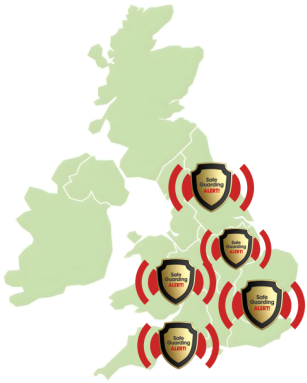


It is important that you **Speak Out** if you see someone doing something wrong or harmful. It will help you and others to keep safe.



Sometimes we will have to tell other people about the wrong and harmful action.

We might have to tell:



The local Safeguarding Team.

There is one in every area where people live.



The Care Quality Commission/Care Inspectorate Wales.



The Police.



The Office for Standards in Education, Children's Services and Skills.



Regulator of
Social Housing

Homes England and Regulator of Social Housing.



Here are some examples of when to Whistleblow (speak out)



Someone drinking alcohol, when they are supporting somebody.



You might see a fight, or someone being physically hurt.



Someone might steal a persons money.



Someone might be verbally abusive or aggressive.



All of these are wrong and shouldn't happen to anybody.



If you are worried about Whistleblowing - Speaking out

It is very important that you know that you can **Whistleblow (speak out)** at anytime.



Dimensions want people supported and their loved ones to raise a concern or make a complaint.

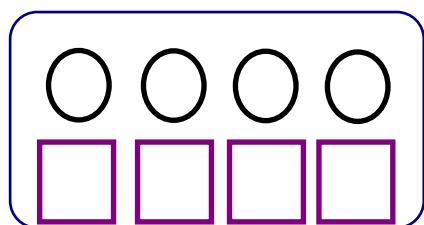
There is a booklet to support you to do that.



Sometimes we are worried that if we **speak out** people will not believe us or we might get in trouble.



Sometimes we have to be brave and **speak out**, your support team will be there for you.



This booklet has been *updated and redesigned*, by Dimensions **Easy Read Readers Panel**.

Co-produced by Quality Consultants who are experts by experience and a support colleague partner.

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