



## Whistleblowing Services

### Frequently Asked Questions & Answers

#### 1. What is the purpose of the SeeHearSpeakUp Whistleblowing Service?

The whistleblowing service provides you with the opportunity to expose unwanted practices such as fraud, bribery, harassment as well as many other forms of wrongdoing that can be found in organisations. Information regarding identified types of wrongdoing that can be reported is provided at the end of this guide.

#### 2. How do I use this service?

You are encouraged to report wrongdoing directly to Justice Rapid Response. However, there are other alternative options available to you if you do not feel confident to report the matter directly. These include:

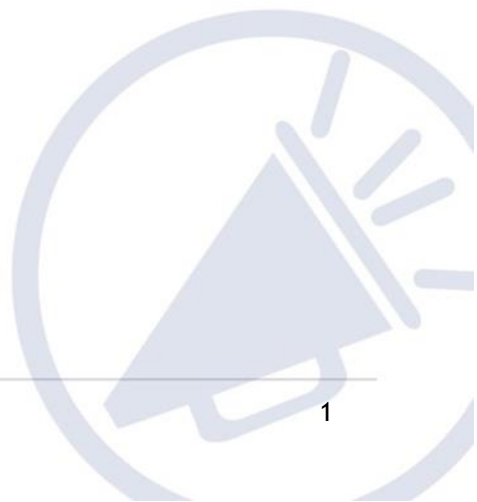
- ⊕ By ringing your independent external whistleblowing helpline number on;
  - ⊕ Switzerland - 0800 830 236
  - ⊕ USA - 1 855 290 6405
  - ⊕ Ireland - 1 800 901 631
  - ⊕ Nairobi - 0026 483 380 0109
  - ⊕ Rest of the world - 0023 4144 07319
- ⊕ By completing an online web report via the [SeeHearSpeakUp](http://www.seehearspeakup.co.uk/en/file-a-report) website. ([www.seehearspeakup.co.uk/en/file-a-report](http://www.seehearspeakup.co.uk/en/file-a-report)). In order to file a report, you must insert your organisation's username and password. Your organisation's username is **Jrr** and your password is **Jrr943**.
- ⊕ By e-mailing information to [report@seehearspeakup.co.uk](mailto:report@seehearspeakup.co.uk).

#### 3. What happens when I ring the designated helpline number?

When you make contact through [SeeHearSpeakUp's](#) designated telephone service, the call handler will introduce themselves and explain the process to you. You will be asked to relay your concern to the call handler who will take down and note all the information provided. The information provided to the [SeeHearSpeakUp](#) call handler will be forwarded to an Authorised receiver of Information within Justice Rapid Response.

#### 4. What is an Authorised Receiver of Information? (ARI)

An ARI is a senior member of staff appointed by Justice Rapid Response who will be responsible for receiving and evaluating information from [SeeHearSpeakUp](#), prior to determining what course of action is to be taken, such as a formal investigation into the matter.





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### Frequently Asked Questions & Answers (continued)

**5. How long does it take SeeHearSpeakUp to pass information to Justice Rapid Response?**

This is dependent on the agreement between your Justice Rapid Response and SeeHearSpeakUp but is usually provided on the same day. However, in circumstances where SeeHearSpeakUp is passed information regarding alleged serious misconduct, (such as criminal activity) this will be reported to an authorised receiver of information usually within 1 hour of receiving the information.

**6. Can I report anonymously?**

You are encouraged to raise reports directly to Justice Rapid Response. If, for whatever reason you are unable to do so, you can raise a concern through the external whistleblowing service and not provide your name. Alternatively, you can also raise a concern confidentially if you give your name on condition that it is not revealed without your consent. In these situations, the SeeHearSpeakUp call handlers can put follow-up questions to you in order to gather the best information.

**7. How can SeeHearSpeakUp guarantee anonymity?**

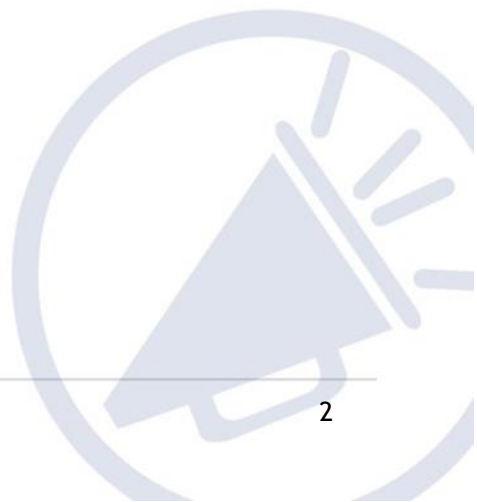
SeeHearSpeakUp call handlers will explain their role without requesting any personal details. All callers will be provided with a Personal Identification Number. As a result, we have no means of identifying the caller unless they volunteer details. This means we cannot disclose such information in any subsequent hearings. SeeHearSpeakUp call handlers will arrange for anonymous callers to contact them at regular intervals to provide feedback and ask any further questions prompted by Justice Rapid Response.

**8. Who are SeeHearSpeakUp call handlers?**

SeeHearSpeakUp call handlers answer all calls received through your designated whistleblowing telephone number. Call handlers comprise of former police officers and local authority investigation officers. As experienced and qualified interviewers they are able to explore and probe the nature of all concerns.

**9. How does reporting through the whistleblowing service affect grievance and other internal procedures?**

The system is not intended to take over internal procedures but to complement them. It is provided in order to offer an alternative for those who, for whatever reason, choose not to report directly to Justice Rapid Response. On receiving an alert from you, a SeeHearSpeakUp call handler will advise you on whether or not the issue falls within Justice Rapid Response's Whistleblowing Service agreement and if not, the best method to pursue the issue.





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### Frequently Asked Questions & Answers (continued)

**10. Are telephone calls recorded?**

No calls are recorded by [SeeHearSpeakUp](#). However, a full account of the conversation is noted by the [SeeHearSpeakUp](#) call handler who takes the call.

**11. When can I make calls through this service?**

It is preferable that a concern is raised as soon as possible as soon as you have a reasonable suspicion. You are not expected to investigate the matter yourself or to prove that your concern is well-founded. The external whistleblowing helpline is operated 24 hours a day and 365 days a year.

**12. Will there be any action taken against me if information I provide is found to be untrue?**

You will be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken. However, Justice Rapid Response may decide that, for members of staff or persons in a contractual relationship with JRR, malicious allegations will result in potential disciplinary or other action being taken.

**13. How do you deal with malicious calls?**

[SeeHearSpeakUp](#) receive very few, if any, malicious calls. This is largely attributed to the method of interviewing callers on the telephone where the nature of the questions tends to bring such calls to a premature conclusion.

**14. What happens if I accidentally disclose my personal details to SeeHearSpeakUp?**

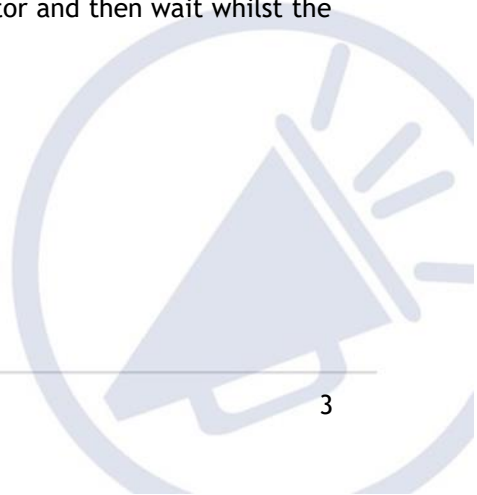
[SeeHearSpeakUp](#) call handlers will inform you that you have disclosed your details to us. We will then seek confirmation as to whether you wish for your details to be removed from the subsequent report sent to Justice Rapid Response's Authorised Receiver of Information in order to ensure that you cannot be identified.

**15. Can I request that SeeHearSpeakUp call me back?**

Yes, [SeeHearSpeakUp](#) call handlers will on request call you back.

**16. Does SeeHearSpeakUp take calls in different languages?**

Yes, [SeeHearSpeakUp](#) operate globally and use interpreting services for non-English speaking callers. All we ask is that you identify the language you wish to use to the operator and then wait whilst the interpreter joins the call with the [SeeHearSpeakUp](#) call handler.





## WRONGDOING SPECIFICATION TYPES

No	Type	Description
1.	Fraud	Any intentional or deliberate act to deprive another of property or money by guile, deception, or other unfair means.
2.	Bribery	Bribery is a specific offence which concerns the practice of offering something, usually money, to gain an illicit advantage.
3.	Corruption	Corruption is a form of dishonest or unethical conduct by a person entrusted with a position of authority, often to acquire personal benefit.
4.	Theft	The unauthorized removal or taking of supplies, equipment, furniture, fixtures, products, cash, merchandise or other tangible property.
5.	Financial Mismanagement	Statements or actions that encourage or result in false or intentionally misleading entries into accounting, auditing or financial records.
6.	Discrimination	Statements or actions based on age, race, colour, national origin, sexual orientation, gender, disability or religion that are the basis for employment, promotion or compensation decisions.
7.	Harassment	Persistent statements conduct or actions that are uninvited, degrading, offensive, humiliating or intimidating and create an unpleasant or hostile environment.
8.	Retaliation or Retribution	Statements or actions discharging, demoting, suspending, threatening, harassing or discriminating against an employee because of any lawful act taken by such employee in connection with reporting a violation of law or policy, filing a complaint, or assisting with an investigation or proceeding.
9.	Health and Safety	Conduct, actions, policies or practices that either violate local, provincial or federal environmental, health or safety laws or regulations or may cause or result in potentially hazardous conditions that impact the environment or the health or safety of employees, customers or others.
10.	Bullying	The use of force, threat, or coercion to abuse, intimidates, or aggressively dominate others. The behaviour is often repeated and habitual.
11.	Breach of Security Rules	Actions by JRR staff or JRR experts that breaches safety and security procedures and/or jeopardizes safety and security of other team members (JRR staff or JRR experts) and persons with whom they get in contact with (witness, victims, colleagues etc.)
12.	Exploitation and Abuse, Including of a Sexual Nature	Any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This include in particular: prohibition to engage in sexual activity with children, engage in sexual relationships with members of an affected population, prohibition to solicit or engage in the "buying" of or profiting from sexual services; prohibition to exploit the vulnerability of any target group in the context of a mission, especially women and children; the prohibition to exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour; prohibition to abuse a position to withhold assistance, or give preferential treatment; in order to solicit sexual favours, gifts, payments of any kind, or advantage

