

Managing Grievances & Whistleblowing in Social Care

Wednesday 25th November 2015, 9:45am to 1:00pm £65

Venue: The Bridge, Southwark Bridge Road, SE1

Course Overview

Recognising the difference between a grievance and a protected disclosure (whistleblow) and how they are managed is a key skill for social care managers. The workshop will enable managers to recognise and manage grievances and protected disclosures.

Aims and Objectives

This practical half day workshop will enable managers to recognise and differentiate between a formal grievance and a protected disclosure. It will identify the skills and benefits of resolving issues at an early stage.

Workshop Summary

Definition of terms and the law

- The differences between a grievance and a whistle blowing.
- The law relating to grievance and whistle blowing.
- The statutory procedures to be followed.

Effective grievance management

- Informal grievances – handling informal grievances, including mediation and 'nipping situations in the bud'
- Formal grievances – how to carry out the grievance interview
- Key points and the process – note taking and documentation, writing up witness statements, questioning techniques
- Grievance report – formalising findings into a grievance report
- Grievance outcome – communicating the outcome of the grievance effectively, including the right of appeal

Managing whistleblowing disclosures effectively

- Confidential reporting and protection for people who “blow the whistle”.
- Workplace culture
- How employees can be encouraged to raise concerns
- How employers can handle concerns
- CQC - duty of candour and national guardian