

Fair Treatment Adviser Role

The Role of the Fair Treatment Adviser is:

- To provide a first point of contact
- To be a source of information
- To provide advice where behaviour is not perceived to be in line with our HEFCW Values
- To listen to your concerns in a non judgemental way
- To discuss issues of bullying and harassment
- To advise of all options in line with the Fair Treatment and Dignity at Work Policy
- To maintain confidentiality as far as is reasonably practicable
- To support you through the process including the formal complaint process should this route be taken
- To keep you up to date with progress where appropriate

The Adviser will not:

- Tell you the option to take or to solve the problem for you
- Act as a formal counsellor

Nominated Officer Role

The Role of the Nominated Officer is:

- To act as a point of contact for the whistleblower and keep them up to date during the process of resolving the situation
- To advise line managers and others, on how to handle a situation under the Whistleblowing policy
- To offer guidance on the process of the Whistleblowing policy
- To keep a record of all situations raised under the policy and any action taken
- To inform the whistleblower of any action taken in response to their 'Qualifying Disclosure'
- To keep communication with the whistleblower confidential within the scope of the policy
- If a situation results in a criminal investigation to inform the whistleblower that the police will become involved
- To consider if it is appropriate to investigate anonymous 'Qualifying Disclosures'
- To monitor the effectiveness of the policy

The Role will not be:

- To discuss any issues other than whistleblowing
- To support malpractices

The Fair Treatment Adviser role also combines the role of the Nominated Officer and the training provided will cover both.