theguardianservice.co.uk

/the-guardian-service

The Guardian Service
Here to listen

What to expect from The Guardian Service

To contact your independent and confidential Freedom to Speak Up Guardian please call or email:

T 0333 009 0577 **E** contactpc@theguardianservice.co.uk

What we do:

- We provide an **additional way** for staff who are employed or engaged to speak up with concerns, issues and suggestions
- We always **ask permission** before recording information or taking action
- We have **clear escalation processes** for any issues to protect patients and staff
- We offer **24/7 independent, strictly confidential** and non-judgemental support
- We **support individuals** to decide on their choice of resolution, including informal and formal routes, facilitated meetings and confidential escalation
- We respect your **privacy and confidentiality**
- We hold **meetings virtually or in person** on or off-site, or by phone or email
- We support an **open and honest culture** within your organisation
- We can **facilitate meetings** as long as all parties agree to it
- We have **dedicated and diverse** Guardians with the experience to support you

What we don't do:

- We do not provide **legal advice**
- We do not provide **mediation**
- We do not provide **counselling**
- We do not provide **psychological advice**
- We do not **tell you what to do**
- We do not **undertake investigations**
- If you are already involved in a formal process with your organisation **we cannot provide legal advice or advocate for you,** but we can provide support with concerns