Medicare People

HEALTHCARE STAFFING

Whistleblowing Policy

Policy title	Whistleblowing Policy
Organisation	Medicare People Limited
Service	Healthcare staffing
Policy owner	Managing Director
Version	2.0
Date	01/11/2026
Next review	November 2027

1. Purpose

> Update (November 2026): under the Employment Rights Act 2025, since 6 April 2026 a disclosure about sexual harassment can be a protected disclosure. Anyone raising this kind of concern in good faith is protected under this policy.

This policy provides a clear process for reporting unethical, illegal, or non-compliant behaviour related to Medicare People's services. It encourages transparency, protects whistleblowers, and ensures compliance with healthcare regulations.

2. Scope

This policy applies to all employees, contractors, vendors, volunteers, and Medicare People beneficiaries or their representatives.

3. Responsibilities

- The Managing Director has overall responsibility for this policy and for making sure it is followed and kept up to date.
- Managers and the compliance team make sure staff and workers understand the policy, follow it in practice and get the training and support they need.
- Everyone covered by this policy must follow it and raise any concerns with their manager or the compliance team straight away.

4. What to Report

Individuals are encouraged to report concerns such as:

- Fraud, waste, or abuse of Medicare People funds
- Improper billing practices
- Violations of patient privacy laws
- Conflicts of interest or unethical behaviour
- Retaliation against whistleblowers

5. Reporting Channels

Reports can be submitted through the following confidential methods:

- Switchboard +44 (0)20 3443 9844
- Secure email address care@medicarepeople.co
- Online reporting portal Sync
- Direct contact with the Compliance Officer Stuart Wells

Anonymous reports are accepted and respected.

6. Protection Against Retaliation

No one will be punished or treated unfairly for reporting concerns in good faith. Retaliation, such as termination, demotion, harassment, or denial of benefits, is strictly prohibited and will be investigated.

7. Investigation Process

All reports will be reviewed promptly and investigated confidentially. If misconduct is found, appropriate corrective or disciplinary action will be taken.

8. Training and Awareness

All personnel will receive regular training on how to report concerns, understand whistleblower protections, and uphold ethical standards in Medicare People related work.

9. Recordkeeping

All reports and investigations will be documented and stored according to legal guidelines and internal procedures.

10. Policy Review

This policy will be reviewed annually and updated as needed to reflect changes in laws or organisational practices.

11. Legislation and guidance

- Public Interest Disclosure Act 1998 (Employment Rights Act 1996, Part IVA)
- Employment Rights Act 2025 (sexual harassment disclosures)
- Prescribed persons list (e.g. NMC, HCPC, CQC, HSE, ICO)

Version history

Version	Summary
1.0	Original policy
2.0	1 November 2026 – restyled to the Medicare People brand, structure standardised, legal references updated