

Freedom to Speak Up Policy

Purpose

The freedom to speak up supports New Road Psychotherapy by fostering a culture of transparency, accountability, and continuous improvement. It enables early identification and resolution of issues, preventing minor concerns from escalating into major problems.

Encouraging open communication helps to build trust among therapists, volunteers, and clients, enhancing morale and engagement. It also ensures that the organisation operates ethically and responsibly, upholding its values and maintaining its reputation.

Ultimately, this open environment promotes a safer, more inclusive, and more effective organisation where everyone's voice is heard and valued.

Scope

This policy applies to all therapists, volunteers, clients, contractors, and anyone associated with our counselling service. It covers reporting any concerns related to malpractice, unethical behaviour, safety risks, discrimination, harassment, or any other issue that may affect the organisation or its stakeholders.

Policy Statement

We are committed to maintaining an open, transparent culture where individuals feel empowered to raise concerns. We recognise that speaking up is essential for identifying and addressing problems early, promoting accountability, and fostering a safe and ethical environment.

Encouraging Speaking Up

Open Communication: Promote an environment where open and honest communication is encouraged and valued.

Accessibility: Ensure that all individuals are aware of the channels available for raising concerns and that these channels are easily accessible.

Reporting Mechanisms

Multiple Channels: Concerns can be raised through various channels, including personal supervisors or therapists, colleagues, directly to the management team or any means that ensures your sense of protection and safety.

Confidentiality: All reports will be treated with the utmost confidentiality, and the identity of the individual raising the concern will be protected as much as possible.

Handling and Investigating Concerns

Acknowledgement: All concerns will be acknowledged promptly, and the individual raising the concern will be informed of the process and expected timelines.

Investigation: All reported concerns will be investigated impartially and thoroughly by appropriate personnel with the necessary skills and authority.

Outcome and Feedback: The individual raising the concern will be informed of the investigation's outcome and any actions taken within the bounds of confidentiality and legal constraints.

Protection Against Retaliation

No Retaliation: Retaliation against individuals who raise concerns in good faith is strictly prohibited. This includes any form of punishment, harassment, or discrimination.

Support: Individuals who experience retaliation or believe they may be at risk of retaliation should report this immediately. Appropriate measures will be taken to protect and support them.

False Reports

Good Faith Reporting: All concerns should be raised in good faith. Deliberately false or malicious reports will be taken seriously and may result in disciplinary action.

Conclusion

At New Road Psychotherapy, we are dedicated to creating a just and equitable society where everyone is treated with dignity and respect. We recognise that this requires ongoing commitment, effort, and steadfast resolve to be an actively inclusive organisation.

Contact Information: If you have any questions or concerns about this policy, please email the centre manager at admin@newroadpsychotherapy.com.

Review and Revision: This policy will be reviewed annually and updated as necessary to ensure its relevance and effectiveness.

Effective Date: 4 June 2024