



# Freedom to Speak Up Process Guidance & Expected Timelines

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## Freedom to Speak Up

### What is speaking up?

It is speaking up about anything that gets in the way of doing a great job. FTSU Guardians support workers to speak up when they feel that they are unable to do so in other ways. Freedom to Speak Up (FTSU) is an additional route for speaking up.

### Where to bring your concerns.

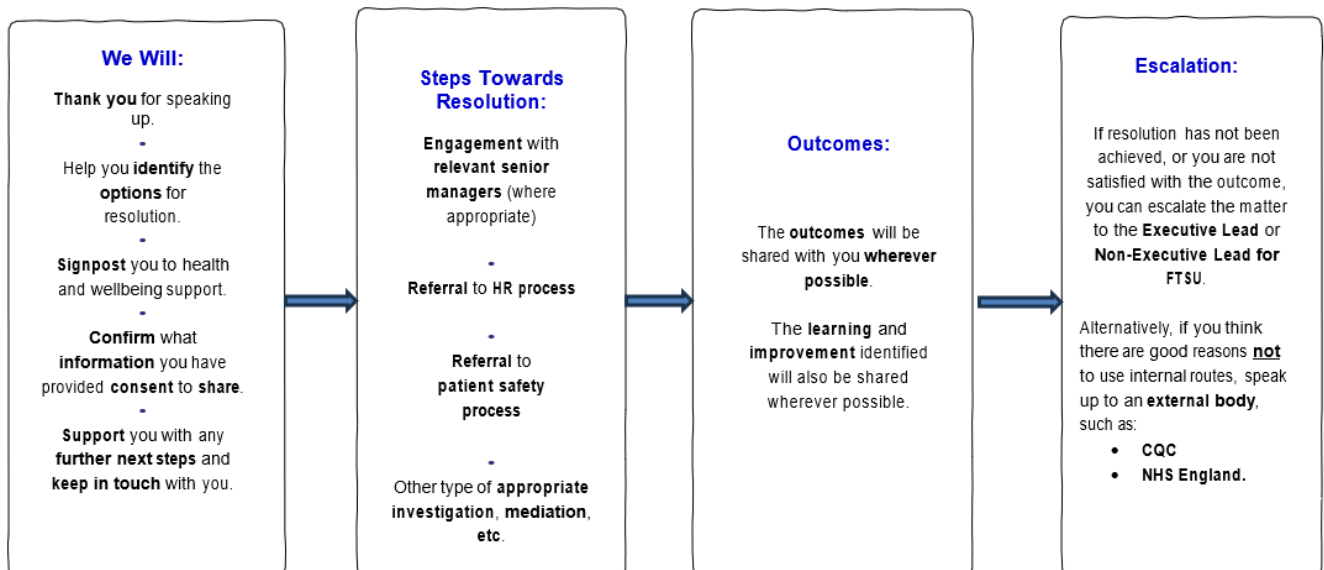
Please take a look at the '[Signposting – Where to bring your concern or complaint in ELFT](#)' document.

If you ever have any concerns at work, we encourage you to discuss these with your line manager in the first instance. If this is not always possible, for whatever reason, you can also speak to:

- Their line manager
- Supervisor
- Service Lead
- Clinical Lead
- Directorate Lead
- Professional Lead
- Raise an incident via InPhase.
- Speak to the People & Culture Team
- Speak to your Union/Union Rep

However, if you do not feel you can speak up to those listed above, or you already raised your concerns but have not received feedback or seen an improvement, then refer to the Freedom to Speak Up (FTSU) Guardian for support.

### What will happen when you speak up?

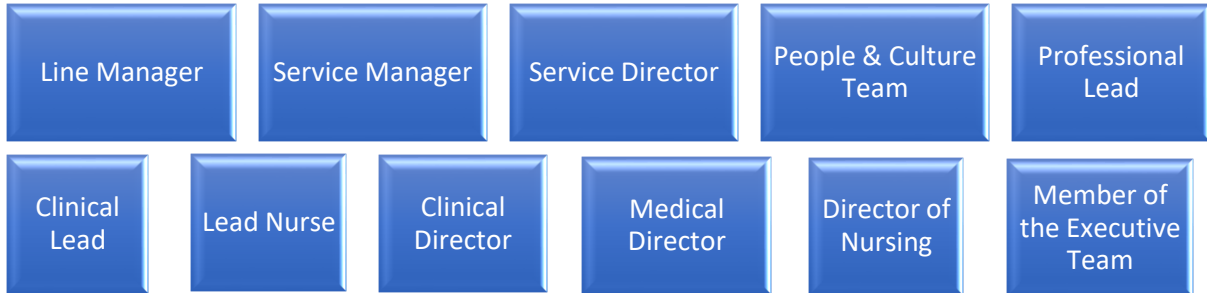




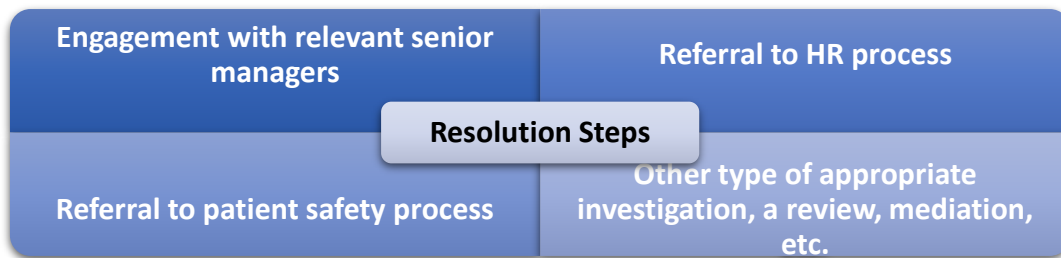
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Depending on the nature of the FTSU concern, the FTSU Guardian can escalate it to:



Depending on the nature of the FTSU concern, the resolution steps can be:



When the Freedom to Speak Up Guardian (FTSUG) escalates your concern for resolution:

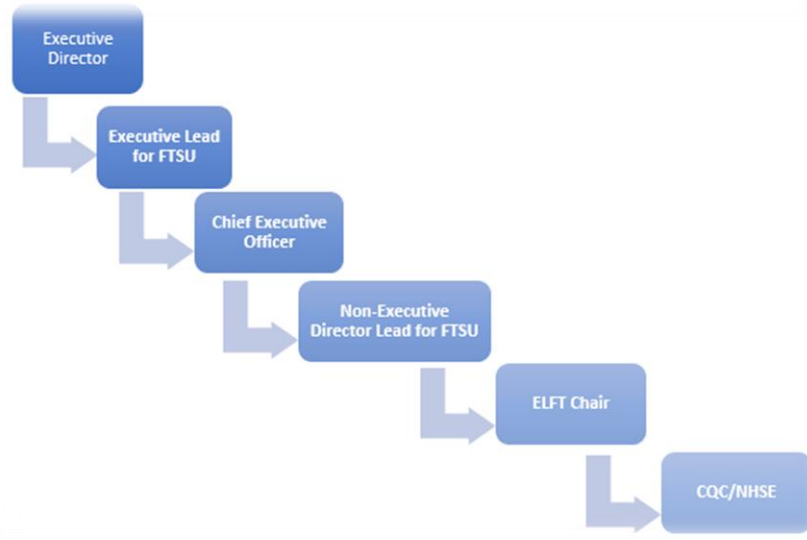
- Receiver to acknowledge receipt of the FTSU concern within 2 working days.
- Arrange to meet with FTSUG if needed.
- Share brief description of steps that will be taken towards resolution.
- Give estimate of next update (ideally within 5 working days).
- Update accordingly after this time point, until resolution/outcomes are reached.
- Feedback and learning to be shared with those that raised the concern(s) according to the **“Feedback – Responsibility”** process below.
- Share feedback and learning being taken forward with the FTSUG.



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If the FTSUG does not receive feedback and outcomes from those it was escalated to, the FTSUG will escalate the concern(s) further, as appropriate, such as:



## Timeline Examples:

Formal Processes - Timeline examples of ELFT Processes				
<b>Disciplinary Investigation:</b> 60 days	<b>Grievance Investigation:</b> Aim to complete promptly, though some cases may have exceptional circumstances, and thus, the timescale will be reviewed on a case by case basis.	<b>Dignity at Work:</b> 60 working days	<b>PALS:</b> Straightforward cases 25 days	<b>PALS:</b> More complex cases involving investigation under other procedures, other agencies or where the witnesses are not available, the investigation will take longer.  Time scales will therefore be negotiated by the investigating officer with the complainant.



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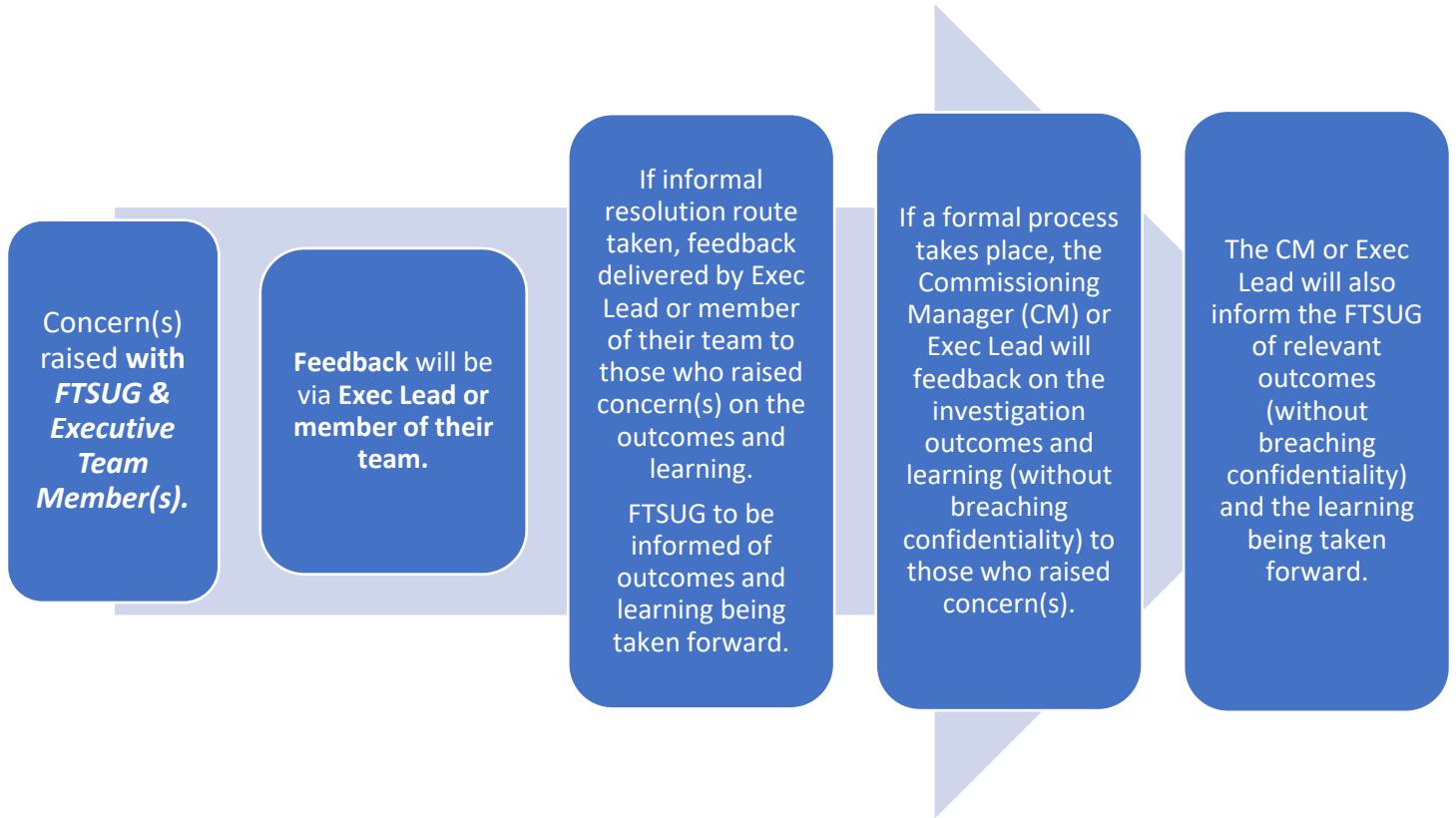
## Freedom to Speak Up: Feedback Responsibility





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When the FTSU concern raised has reached its conclusion, the form below to be completed by those responsible for sharing the feedback.  
This form ensures the 'learning from' is noted and embedded moving forward.

## ELFT Freedom to Speak Up

### Resolution, Outcomes & Learning from FTSU Concerns.

This template supports staff with outlining their response to FTSU concerns raised, where they outline the resolution steps taken, the outcomes and the learning that is being noted, shared, and embedded within the team/service/directorate or Trust wide, as appropriate.

FTSU Reference Number:		
Directorate:		
Brief details of concern(s) raised:		
Resolution steps taken:		
LEARNING & IMPROVEMENT	What has the FTSU concern <b>taught us</b> ?	
	What is the ' <b>learning from</b> ' being taken forward?	
	How/where have we <b>shared this learning</b> ? (With other colleagues, team, and services?)	
HEALING	What have we done to <b>support</b> those affected by this concern?	
Outstanding challenges or areas for learning or improvement that need further support.		