

**HARLOW  
COLLEGE**

**WHISTLEBLOWING POLICY**

# **CONTENTS**

<b>SECTION</b>	<b>Page</b>
1. Introduction	3
2. What is Whistleblowing?	3
3. Applicability of this Policy and Procedure	4
4. Protected Disclosures	4
5. Types of Conduct	4
6. Procedure for Making a Disclosure	5
7. Procedure for Investigation of a Disclosure	5
8. Safeguards for Making a Disclosure	6
9. Disclosure to External Bodies	6
10. Accountability	7
11. Further Assistance for Staff	7

# **Whistleblowing Policy and Procedure**

***The Public Interest Disclosure Act (PIDA) 1998, and subsequently the Enterprise and Regularity Reform Act 2013, protects a member of staff against detriment or dismissal for raising concerns about matters in the public interest. The Act seeks to ensure that any person suspecting malpractice knows how to raise concerns and that organisations have procedures in place to deal with the concern.***

## **1. Introduction**

- 1.1 Harlow College wishes to promote high standards of honesty and integrity and a culture of openness in which all staff members act responsibly in order to uphold the reputation of the College and to maintain public confidence and feel able to raise issues of concern in a responsible way. Harlow College is committed to operating in accordance with its values. The aim of this policy and procedure is to provide staff members with a means for raising genuine concerns of suspected bribery, breaches of the law and other serious wrongdoings.
- 1.2 Harlow College encourages staff members to raise genuine concerns about suspected wrongdoing at the earliest practicable stage. This policy and procedure is intended to provide safeguards to enable staff to raise concerns about malpractice in connection with the College.
- 1.3 This policy and procedure also aims to encourage staff members to raise genuine concerns through internal Harlow College procedures without fear of adverse repercussions being taken against them.
- 1.4 Staff members should not use this policy and procedure for complaints relating their own personal circumstances, such as the way they have been treated at work. In those cases the Grievance procedure should be used.
- 1.5 The principles of openness and accountability which underpin legislation protecting whistleblower are reflected in this policy and procedure. The College is also committed to ensuring compliance with the Bribery Act 2010.
- 1.6 Harlow College students are also encouraged to raise genuine concerns about suspected wrongdoing using the College's complaints procedure. This policy and procedure is designed for the use of staff members of the College.
- 1.7 This policy does not form part of any staff member's contract of employment and it may be amended at any time.

## **2. What is Whistleblowing?**

- 2.1 Whistleblowing is when a report is made about suspected wrongdoing or dangers at work, which is in the public interest. This is referred to as making a disclosure in the public interest. A whistleblower is someone who raises a genuine concern about wrongdoing or malpractice or danger so that problems can be identified and resolved quickly.
- 2.2 Staff members are encouraged to report concerns (whether by other employees, contractors or Governors). The person making the disclosure must have a reasonable belief that it is in the "public interest" for protection to apply under this policy.

### **3. Applicability of this Policy and Procedure**

- 3.1 This policy applies to all staff members of the College. This includes apprentices, volunteers, interns, contractors, temporary employees and agency workers engaged by the College.
- 3.2 Staff might be unsure whether it is appropriate to raise their concern under this policy and procedure or whether it is a personal grievance, which is more appropriate to raise under the College's grievance procedure. Any staff member in this situation is encouraged to contact a member of the Human Resources team in confidence for advice.

### **4. Protected Disclosures**

- 4.1 Under the Public Interest Disclosure Act 1998 and the Enterprise and Regularity Reform Act 2013 the law protects a member of staff who, out of a sense of public duty, wants to reveal suspected wrongdoing or malpractice. The law allows staff to raise what it defines as a "protected disclosure". In order to be a protected disclosure, a disclosure must relate to specific subject matter (see section 5 below) and must meet the following criteria:
  - the procedure in this policy has been followed
  - the employee has acted in the public interest and not for personal gain or out of personal motives
  - it must consist of information and not merely be allegations of suspected malpractice.

- 4.2 Under no circumstances should staff members or members of the College talk to the media or to any other person or body without first exhausting the proper procedure.

### **5. Types of conduct**

- 5.1 If, in the course of employment, a staff member becomes aware of information which they reasonably believe tends to show one or more of the following, they should report any concerns using this policy and procedure:
  - That a criminal offence has been committed, is being committed or is likely to be committed;
  - That an individual has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject;
  - That a miscarriage of justice has occurred, is occurring, or is likely to occur.
  - That the health or safety of any individual has been, is being, or is likely to be, endangered.
  - That the environment, has been, is being, or is likely to be, damaged.
  - That information tending to show any of the above, is being, or is likely to be, deliberately concealed.
- 5.2 This list is not intended to be exhaustive.
- 5.3 Complaints about disputes/dissatisfaction in employment should be dealt with under the Harlow College Grievance procedure.

## **6. Procedure for Making a Disclosure**

- 6.1 Information which a staff member reasonably believes to show one or more of the situations given in Section 5 should be disclosed promptly to their line manager so that any appropriate action can be taken.
- 6.2 If the matter is more serious, or if their manager has not addressed their concern or if it is inappropriate to make such a disclosure to their line manager for any reason, a staff member can raise the issue with their Head of Department or the Executive Director of HR.
- 6.3 If the disclosure relates to the Principal and Chief Executive, a staff member can raise the issue with the Clerk to the Corporation. In the event that the disclosure relates to the Clerk to the Corporation, a staff member can raise the issue with the Chair of the Board of Governors.
- 6.4 The College hopes that staff will be comfortable with identifying themselves when making a disclosure. If an anonymous disclosure is made, the College will not be in a position to notify the individual making the disclosure of the outcome of action taken by the College. Anonymity also means that the College will have difficulty in undertaking an investigation. If staff members wish to raise their concern confidentially, the College will make every effort to keep their identity secret and only reveal it where necessary to those involved in investigating their concern.
- 6.5 For further guidance in relation to this policy and procedure, or concerning the use of the disclosure procedure generally, employees should speak in confidence to the Executive Director of HR or to the Clerk to the Corporation.

## **7. Procedure for Investigation of a Disclosure**

- 7.1 When a staff member makes a disclosure, the College will acknowledge its receipt, in writing, normally within 5 working days.
- 7.2 The College will then determine whether or not further investigation is required. If the College considers that the disclosure does not warrant further action, the staff member will be notified in writing of the reasons for that decision and advised that no further action will be taken by the College under this policy and procedure. .
- 7.3 When a staff member makes a disclosure which warrants further action, the College will take action it deems appropriate (including action under any other applicable College policy or procedure). Possible actions could include internal investigation; referral to the College's auditors; or referral to relevant external bodies such as the police, OFSTED, Health and Safety Executive or the Information Commissioner's Office.
- 7.4 If appropriate, any internal investigation would be conducted by a manager of Harlow College without any direct association with the individual to whom the disclosure relates, or by an external investigator appointed by the College as appropriate.
- 7.5 The College will arrange a meeting with the staff member making the disclosure as soon as possible to discuss their concern. Staff members can bring a colleague or a trade union representative to meetings under this policy, but companions must respect the confidentiality of the disclosure and subsequent investigation.

- 7.6 Any recommendations for further action made as a result of the investigation will be addressed to the Principal as appropriate in the circumstances. They will take all steps within their power to ensure the recommendations are implemented unless there are good reasons for not doing so.
- 7.7 The staff member making the disclosure will be notified of the outcome of any action taken by the College under this policy and procedure within a reasonable period of time. If the staff member is not satisfied that their concern has been appropriately addressed, they can appeal against the outcome by raising the issue with the Chair of Governing Body within 10 working days. The Chair of Governing Body (or person nominated by them eg Chair of Audit Committee) will make a final decision on action to be taken and notify the staff member making the disclosure.

## **8. Safeguards for Employees Making a Disclosure**

- 8.1 A staff member making a disclosure under this procedure can normally expect their matter to be treated confidentially by the College and, where applicable, their name will not be disclosed to anyone implicated in the suspected wrongdoing, without their prior approval.
- 8.2 Harlow College will take all reasonable steps to ensure that any report of recommendations, or other relevant documentation, produced by the College does not identify the staff member making the disclosure without their written consent, or unless the College is legally obliged to do so, or for the purposes of seeking legal advice.
- 8.3 No formal disciplinary action will be taken against a staff member on the grounds of making a disclosure made under this policy or procedure.
- 8.4 A staff member will not suffer dismissal or any detrimental action or omission of any type (including informal pressure or any form of victimisation) by Harlow College for making a disclosure in accordance with this policy and procedure. Equally, where a staff member is threatened, bullied, pressurised or victimised by a colleague for making a disclosure, disciplinary action will be taken by Harlow College against the colleague in question.
- 8.5 If the College concludes that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

## **9. Disclosure to External Bodies**

- 9.1 This policy and procedure has been implemented to allow staff members to raise disclosures internally within Harlow College. A staff member may have the legal right to make a disclosure outside of the College in certain circumstances.
- 9.2 The College would encourage staff members to report their concerns internally in the first instance. The College strongly encourages staff members to seek advice before reporting a concern to any third party. The independent whistleblowing charity, Public Concern at Work, operates a confidential helpline. Their details are at the end of this policy. If a staff member seeks advice outside of the College, they must be careful not to breach any confidentiality obligations.

## **10. Accountability**

- 10.1 Harlow College will keep a record of all concerns raised under this policy and procedure, including cases where the College deems that there is no case to answer and therefore that no action should be taken, and will report to the Governing Body as and when appropriate.

## **11. Further Assistance for Staff**

- 11.1 Harlow College will not tolerate any harassment or victimisation of staff members who make disclosures. If, at any stage of this procedure a staff member feels that they are being subject to informal pressures, bullying or harassment due to making a disclosure, they should raise this matter, in writing, to Executive Director of Human Resources or the Clerk to the Corporation.
- 11.2 A staff member making a disclosure may want to confidentially request counselling or other support from the College. Any such request for counselling or support services should be sought from the Human Resources Department and will be dealt with confidentially.
- 11.3 For confidential advice on whistleblowing issues, staff can also contact the following:-

Public Concern at Work.  
3<sup>rd</sup> Floor, Bank Chambers  
6 - 10 Borough High Street  
London SE1 9QQ

**Whistleblowing Advice Line:** 020 7404 6609

**<http://www.pcaw.org.uk>**

**Department for Business, Innovation & Skills  
Blowing the Whistle to a Prescribed Person**

## **TRACKING and REFERENCE INFORMATION**

**Date Approved:** 22<sup>nd</sup> October 2015

**Review Date:** 3 years from date approved

**Author/Responsibility:** Clerk to the Corporation

**Equality Impact Assessment:** TBA

**List of related policies, procedures and other documents:**

Complaints Procedure



# Department for Business Innovation & Skills

## BLOWING THE WHISTLE TO A PRESCRIBED PERSON

List of prescribed persons and  
bodies

FEBRUARY 2016

# Contents

<b>Blowing the whistle to a Prescribed Person .....</b>	<b>3</b>
Introduction .....	3
Broadcasting and communication .....	4
Business, finance or fraud.....	5
Charities.....	11
Children's Interest .....	12
Consumer Protection.....	15
Data Protection and Freedom of Information.....	16
Defence procurement.....	17
Education.....	18
Environment.....	20
Food Standards.....	21
Health and Safety.....	22
Healthcare.....	23
Housing.....	30
Local authorities .....	32
Pensions .....	33
Police and justice .....	34
Social care .....	36
Social services and child welfare.....	40
Tax.....	41
Trade Unions .....	42
Transport.....	43
Utilities .....	44

# Blowing the whistle to a Prescribed Person

## Introduction

The prescribed persons list.

If you decide to blow the whistle to a prescribed person rather than your employer, you must make sure that you have chosen the correct person or body for your issue. For example, if you are blowing the whistle on broadcasting malpractice you should contact the Office of Communications.

Below is a list of the prescribed persons and bodies who you can make a disclosure to. There is also a brief description about the matters you can report to each prescribed person.

In addition, you could also blow the whistle to your legal adviser, in the course of obtaining legal advice, or to a member of the House of Commons about any matter specified in the Public Interest Disclosure (Prescribed Persons) (Amendment) (No 2) Order 2015. You can get the contact details for any Member of Parliament at the following link:

<http://www.parliament.uk/mps-lords-and-offices/>

More information on whistleblowing can be found on the GOV.UK website:

[www.gov.uk/whistleblowing](http://www.gov.uk/whistleblowing)

## Broadcasting and communication

### **The Office of Communications (known as Ofcom)**

about the provision of electronic communications networks and services, broadcasting and the provision of radio and TV services; media ownership and control, and competition in communication markets.

Chairman  
The Office of Communications  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA  
Tel: 020 7981 3000  
Fax: 020 7981 3333  
[www.ofcom.org.uk](http://www.ofcom.org.uk)

## Business, finance or fraud

### Accounts Commission for Scotland

about the proper conduct of public business, value for money, fraud and corruption in local government bodies in Scotland.

The Secretary to the Accounts Commission

Accounts Commission for Scotland

102 West Port

Edinburgh EH3 9DN

Tel: 0131 625 1500

Email: [correspondence@audit-scotland.gov.uk](mailto:correspondence@audit-scotland.gov.uk)

[www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### The Auditor General for Wales

about the proper conduct of public business; value for money, fraud and corruption in public bodies in Wales.

PIDA Officer

The Auditor General for Wales

24 Cathedral Road

Cardiff CF11 9LJ

Tel: 01244 525980

E-mail: [whistleblowing@wao.gov.uk](mailto:whistleblowing@wao.gov.uk)

[www.wao.gov.uk/whistleblowers-hotline](http://www.wao.gov.uk/whistleblowers-hotline)

### The Auditor General for Scotland

about the proper conduct of public businesses in Scotland, including value for money, fraud and corruption in relation to the provision of public services in Scotland.

The Auditor General for Scotland

Audit Scotland

102 West Port

Edinburgh EH3 9DN

Tel: 0131 625 1500

Email: [correspondence@audit-scotland.gov.uk](mailto:correspondence@audit-scotland.gov.uk)

[www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

## Audit Scotland

about the proper conduct of public businesses in Scotland, including value for money, fraud and corruption in public bodies in Scotland.

The Chief Operating Officer  
Audit Scotland  
102 West Port  
Edinburgh EH3 9DN  
Tel: 0131 625 1500  
Email: [correspondence@audit-scotland.gov.uk](mailto:correspondence@audit-scotland.gov.uk)  
[www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

## The Bank of England

about functioning of clearing houses (including central-counterparties); inter-bank payment systems and securities settlement systems; and the treatment, holding and issuing of banknotes by the Scottish and Northern Ireland banks authorised to issue banknotes (and their agents).

Bank of England (IAWB)  
20 Moorgate  
London EC2R 6DA  
Tel: 020 3461 8703  
Email: [BOEwhistleblowing@bankofengland.co.uk](mailto:BOEwhistleblowing@bankofengland.co.uk)

## Commissioner for Ethical Standards in Public Life in Scotland

about breaches by a councillor or a member of a devolved public body of the code of conduct applicable to that councillor or member in Scotland.

Commissioner for Ethical Standards in Public Life in Scotland  
Thistle House  
91 Haymarket Terrace  
Edinburgh EH12 5HE  
Tel: 0300 011 0550  
Email: [investigations@ethicalstandards.org.uk](mailto:investigations@ethicalstandards.org.uk)

**Commissioners for Her Majesty's Revenue & Customs (HMRC)**

about the administration of UK taxes; the administration of national insurance and tax credits systems; Customs and border-related functions and criminal investigations.

HM Revenue and Customs

Freepost NAT22785

Cardiff CF14 5GX

Tel: Freephone 0800 788 887

Fax: Free fax 0800 783 0879

Textphone: 0845 915 3296

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**The Comptroller and Auditor General**

about the proper conduct of public business, value for money, fraud and corruption in relation to the provision of public services.

The Comptroller and Auditor General

National Audit Office

157-197 Buckingham Palace Road

London SW1W 9SP

Tel: 020 7798 7999

[www.nao.org.uk/contact-us/](http://www.nao.org.uk/contact-us/)

**The Director of the Serious Fraud Office**

about serious or complex fraud in England, Wales or Northern Ireland and civil recovery of the proceeds of unlawful conduct.

The Director of the Serious Fraud Office

2-4 Cockspur Street

London SW1Y 5BS

Tel: 020 7239 7272

Email: [confidential@sfo.gsi.gov.uk](mailto:confidential@sfo.gsi.gov.uk)

[www.sfo.gov.uk](http://www.sfo.gov.uk)

**The Financial Conduct Authority (FCA)**

about the conduct of funds, markets, firms and individuals subject to Financial Services and Markets Act 2000, including banks, building societies, consumer credit and investment or insurance businesses; about competition affecting financial markets in the United Kingdom and about the operation of mutual societies registered by the FCA under relevant legislation.

Intelligence Department (Ref PIDA)

The Financial Conduct Authority

25 The North Colonnade

Canary Wharf, London E14 5HS

Tel: 020 7066 9200

Fax: 020 7676 9727

Email: [whistle@fca.org.uk](mailto:whistle@fca.org.uk)

[www.fca.org.uk/site-info/contact/whistleblowing](http://www.fca.org.uk/site-info/contact/whistleblowing)

**Financial Reporting Council Limited and its conduct committee**

about matters related to the independent oversight of the accountancy, auditing and actuarial professions; the monitoring of statutory audit functions in respect of major audits; compliance with the requirements of legislation relating to accounting and reporting; and the investigation of the conduct of auditors, accountants and actuaries in public interest cases.

PIDA Officer

Financial Reporting Council

8th Floor

125 London Wall

London EC2Y 5AS

Tel: 0207 492 2479

Email: [whistleblowing@frc.org.uk](mailto:whistleblowing@frc.org.uk)

[www.frc.org.uk](http://www.frc.org.uk)

**The Lord Advocate, Scotland**

about serious or complex fraud in Scotland.

The Head of the Serious and Organised Crime Division

Crown Office

25 Chambers Street

Edinburgh EH1 1LA

Tel: 08445 614061

Email: [SOCDADMINEast@copfs.gsi.gov.uk](mailto:SOCDADMINEast@copfs.gsi.gov.uk)

**Payment Systems Regulator**

about payment systems and the services provided by them.

Intelligence Department (Ref PIDA)

The Financial Conduct Authority

25 The North Colonnade

Canary Wharf

London E14 5HS

Tel: 020 7066 9200

Email: [whistle@fca.org.uk](mailto:whistle@fca.org.uk)

**Prudential Regulation Authority**

about matters relating to the carrying on of deposit-taking business, insurance business, or investment business and the safety and soundness of persons authorised for such purposes.

Prudential Regulation Authority (IAWB)

20 Moorgate

London, EC2R 6DA

Tel: 020 3461 8703

Email: [PRAwhistleblowing@bankofengland.co.uk](mailto:PRAwhistleblowing@bankofengland.co.uk)

**Public Services Ombudsman for Wales**

about breaches by a member or co-opted member of a relevant authority's code of conduct in Wales.

Public Services Ombudsman

1 Ffordd yr Hen Gae

Pencoed CF35 5LJ

Tel: 0300 790 0203

Fax: 01656 641199

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**Revenue Scotland**

about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax)

Revenue Scotland

Victoria Quay

Edinburgh

EH6 6QQ

Email: [info@revenue.scot](mailto:info@revenue.scot)

[www.revenue.scot](http://www.revenue.scot)

**The Secretary of State for Business, Innovation and Skills**

about fraud and other misconduct in relation to companies.

Intelligence Hub

Insolvency Service

3rd Floor, Cannon House

18 Priory Queensway

Birmingham B4 6FD

Tel: 0300 678 0017

Email: [Intelligence.Live@insolvency.gsi.gov.uk](mailto:Intelligence.Live@insolvency.gsi.gov.uk)

[www.gov.uk/insolvency-service](http://www.gov.uk/insolvency-service)

## Charities

### The Charity Commission for England and Wales

about the proper administration of charities in England and Wales and of funds given or held for charitable purposes in England and Wales.

Charity Commission

Tel: 0300 066 9197

Email: [whistleblowing@charitycommission.gsi.gov.uk](mailto:whistleblowing@charitycommission.gsi.gov.uk)

[www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

### Office of the Scottish Charity Regulator

about the proper administration of charities and of funds given or held for charitable purposes in Scotland.

Office of the Scottish Charity Regulator (OSCR)

2nd Floor

Quadrant House

9 Riverside Drive

Dundee DD1 4NY

Tel: 01382 220 446

Fax: 01382 220 314

Email: [C&I@oscr.org.uk](mailto:C&I@oscr.org.uk)

## Children's Interest

### Children's Commissioner

about matters relating to the rights, welfare and interests of children in England.

The Office of the Children's Commissioner

Sanctuary Buildings  
20 Great Smith Street  
London SW1P 3BT

Tel: 020 7783 8330

Email: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

### Children's Commissioner for Wales

about matters relating to the rights, welfare and interests of children in Wales.

Children's Commissioner for Wales

Oystermouth House

Phoenix Way

Llansamlet

Swansea SA7 9FS

Tel: 01792 765600

Fax: 01792 765601

Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

[www.childcomwales.org.uk](http://www.childcomwales.org.uk)

### Commissioner for Children and Young People in Scotland

about matters relating to promoting and safeguarding the rights of children and young people in Scotland.

Scotland's Commissioner for Children and Young People

85 Holyrood Road

Edinburgh EH8 8AU

Tel: 0131 558 3373

Email: [inbox@sccyp.org.uk](mailto:inbox@sccyp.org.uk)

[www.sccyp.org.uk](http://www.sccyp.org.uk)

**Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")**

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 123 3155  
Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

**The National Society for the Prevention of Cruelty to Children (NSPCC)**  
about matters relating to child welfare and protection.

NSPCC  
Weston House  
42 Curtain Road  
London EC2A 3NH  
Tel: 020 7825 2500  
Fax: 020 7825 2525  
Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **Welsh Ministers**

about matters relating to the regulation and inspection of establishments and agencies for children's social care services and the inspection of Welsh local authority children's social services.

Care and Social Services Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil CF48 1UZ  
Tel: 0300 7900 126  
Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  
<http://cssiw.org.uk/?lang=en>

## Consumer Protection

### Competition and Markets Authority

about matters concerning the sale of goods or the supply of services, which adversely affect the interests of consumers; competition affecting markets in the United Kingdom.

Competition and Markets Authority  
Victoria House  
37 Southampton Row  
London WC1B 4AD  
Tel: 020 3738 6000

### Your local authority

about compliance with the requirement of consumer protection legislation. You can find the contact details of the relevant local authority here: <https://www.gov.uk/find-your-local-council>

## Data Protection and Freedom of Information

### The Information Commissioner

about compliance with the requirement of legislation relating to data protection and to freedom of information.

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Tel: 0303 123 1113

Email: [caserwork@ico.org.uk](mailto:caserwork@ico.org.uk)

[www.ico.org.uk](http://www.ico.org.uk)

### The Scottish Information Commissioner

about compliance with the requirement of legislation relating to freedom of information in Scotland.

Office of the Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews KY16 9DS

Tel: 01344 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

## Defence procurement

### Single Source Regulations Office

about matters relating to the regulation of single source defence contracts and compliance with the scheme established by the Defence Reform Act 2014.

Single Source Regulations Office  
Finlaison House  
15-17 Furnival Street  
London EC4A 1AB  
Tel: 020 3771 4767  
Email: [enquiries@ssro.gov.uk](mailto:enquiries@ssro.gov.uk)  
[www.ssro.gov.uk](http://www.ssro.gov.uk)

## Education

**Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")**

about matters relating to the regulation and inspection of establishment and agencies for children's social care services.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 123 3155  
Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

## Office of Qualifications and Examinations Regulation

about matters in relation to which the Office of Qualifications and Examinations Regulation exercise functions under the Apprenticeships, Skills, Children and Learning Act 2009.

Casework Manager  
Ofqual  
Spring Place  
Coventry Business Park  
Herald Avenue  
Coventry CV5 6UB  
Tel: 0300 303 3346  
Email: [Public.Enquiries@ofqual.gov.uk](mailto:Public.Enquiries@ofqual.gov.uk)  
Online reform form: [www.ofqual.gov.uk/complaints-and-appeals/whistleblowing/](http://www.ofqual.gov.uk/complaints-and-appeals/whistleblowing/).

## **Secretary of State for Education**

about matters relating to the following educational institutions in England: Maintained schools; Maintained nursery schools; Independent schools (including academies and free schools); Non-maintained special schools; Pupil referral units; Alternative provision academies; 16-19 Academies (and free schools); Sixth form colleges; Special post-16 institutions.

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0370 000 2288  
Online contact form: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)

## Environment

### The Environment Agency

about acts and omissions which have an actual or potential effect on the environment or the management or regulation of the environment including those relating to pollution, abstraction of water, flooding, the flow in rivers, inland fisheries and migratory salmon or trout.

National Customer Contact Centre  
P O Box 544  
Rotherham S60 1BY  
Tel: 03708 506 506  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

### Welsh Ministers

about matters relating to the environment and natural resources as set out in the Natural Resources Body for Wales (Establishment) Order 2012

Natural Resource Wales  
c/o Customer Care Centre  
Ty Cambria  
29 Newport Rd  
Cardiff CF24 0TP  
Tel: 0300 065 3000  
Email: [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

### The Scottish Environment Protection Agency

about acts or omissions which have an actual or potential effect on the environment or the management or regulation of the environment, including those relating to flood warning systems and systems and pollution in Scotland.

Customer Service  
Scottish Environment Protection Agency  
Erskine Court Castle Business Park  
Stirling FK9 4TR  
Tel: 08456 124 124  
Email: [CustomerServices@sepa.org.uk](mailto:CustomerServices@sepa.org.uk)  
[www.sepa.org.uk](http://www.sepa.org.uk)

## Food Standards

### The Food Standards Agency (FSA)

about matters which affect the health of any member of the public in relation to consumption of food and matters which concern the protection of consumers.

Food Standards Agency  
Aviation House  
125 Kingsway  
London WC2B 6NH  
Tel: 020 7276 8829  
Email: [helpline@foodstandards.gsi.gov.uk](mailto:helpline@foodstandards.gsi.gov.uk)  
[www.food.gov.uk](http://www.food.gov.uk)

### Your local authority

about compliance with the requirements of food safety legislation. You can find the contact details for the relevant local authority here: <https://www.gov.uk/find-your-local-council>

## Health and Safety

### The Health and Safety Executive

about matters relating to those industries and work activities for which the Health and Safety Executive is the enforcing authority under the Health and Safety (Enforcing Authority) Regulations 1998 and which are about the health and safety of individuals at work, or the health and safety of the public arising out of or in connection with the activities of persons at work.

Health and Safety Executive

Tel: 0300 003 1647

Online form: <http://www.hse.gov.uk/contact/raising-your-concern.htm>

[www.hse.gov.uk](http://www.hse.gov.uk)

### Office for Nuclear Regulation

about matters which may affect the health and safety of individuals on a GB nuclear site; an authorised defence site; a new nuclear build site; and the health and safety of any member of the public in connection with the activities of persons at work on premises which are, or are on, such sites.

Office for Nuclear Regulation

Building 4 Redgrave Court

Merton Road

Bootle L20 7HS

Email: [ONRenquiries@onr.gsi.gov.uk](mailto:ONRenquiries@onr.gsi.gov.uk)

### Your local authority

about matters which may affect the health or safety of any individual at work or matters which may affect the health and safety of any member of the public arising out of or in connection with the activities of persons at work. You can find the contact details for the relevant local authority here: <https://www.gov.uk/find-your-local-council>

## Healthcare

### Care Quality Commission

about matters relating to the provision of health and social care.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

[www.cqc.org.uk](http://www.cqc.org.uk)

### Healthwatch England<sup>1</sup>

Healthwatch England

Skipton House

80 London Road

London SE1 6LH

[www.healthwatch.co.uk/](http://www.healthwatch.co.uk/)

## General Chiropractic Council

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Chiropractic Council.

General Chiropractic Council

44 Wicklow Street

London WC1X 9HL

Tel: 020 7713 5155

Fax: 020 7713 5844

Email: [regulation@gcc-uk.org](mailto:regulation@gcc-uk.org)

Online complaint form: <https://www.gcc-uk.org/concerns/online-complaint-form/>

---

<sup>1</sup>Healthwatch England (HWE) is part of the Care Quality Commission (CQC). While CQC is the Prescribed Person, arrangements are in place to allow workers to also make disclosures directly to HWE if they wish

### **General Dental Council**

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Dental Council.

Fitness to Practise Team

General Dental Council

44 Baker Street

London W1U 7AL

Tel: 0845 222 4141

Fax: 020 7009 2751

Email: [fitnessstopractise@gdc-uk.org](mailto:fitnessstopractise@gdc-uk.org)

[www.gdc-uk.org](http://www.gdc-uk.org)

### **General Medical Council**

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Medical Council.

General Medical Council

Fitness to Practise Directorate

3 Hardman Street

Manchester M3 3AW

Tel: 0161 923 6602

[Or use our online complaints form to tell us about a concern about a doctor.](#)

[www.gmc-uk.org](http://www.gmc-uk.org)

### **General Optical Council**

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Optical Council.

Compliance Manager

General Optical Council

10 Old Bailey

London EC4M 7NG.

Tel: 020 7580 3898

[www.optical.org](http://www.optical.org)

### **Osteopathic Council**

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Osteopathic Council.

Osteopathy House  
176 Tower Bridge Road  
London SE1 3LU  
Tel: 020 7357 6655  
Fax: 020 7357 0011  
Email: [regulation@osteopathy.org.uk](mailto:regulation@osteopathy.org.uk)

### **General Pharmaceutical Council**

about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Pharmaceutical Council.

Investigating Team  
General Pharmaceutical Council  
25 Canada Square  
London E14 5LQ  
Tel: 020 3365 3603  
Email: [concerns@pharmacyregulation.org](mailto:concerns@pharmacyregulation.org)

### **Healthcare Improvement Scotland**

about matters relating to furthering the improvement in the quality of health care in Scotland.

Executive Office Business Manager  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
Tel: 0131 623 4300  
[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

**Health and Care Professions Council**

about matters relating to the registration and fitness to practise of health and care professional.

Health and Care Professions Council

Park House

184 Kennington Park Road

London SE11 8BU

Tel: 0845 300 6184

[www.hpc-uk.org](http://www.hpc-uk.org)

**Health Education England**

about matters relating to the education and training for health care workers and ensuring sufficient skilled and trained health care workers are available for the delivery of services.

Health Education England

1st Floor

Blenheim House

Duncombe Street

Leeds, LS1 4PL

<https://hee.nhs.uk/>

**Local Education and Training Boards (LETBs)<sup>2</sup> are committees of Health Education England (HEE). There are thirteen LETBs across England and you can find the contact details here: <https://hee.nhs.uk/about/our-lets/>**

**Monitor**

about the regulation and performance of NHS foundation trusts.

Monitor

Wellington House

133-135 Waterloo Road

London SE1 8UG

Tel: 020 3747 0000

Email: [enquiries@monitor.gov.uk](mailto:enquiries@monitor.gov.uk)

[www.gov.uk/monitor](http://www.gov.uk/monitor)

---

<sup>2</sup> As Health Education England (HEE) is the Prescribed Person, arrangements are in place to allow workers to make disclosures directly to their regional LETB as well as HEE. There are thirteen LETBs across England. See above for contact details.

**National Health Service Commissioning Board (also known as NHS England)**  
about matters relating to the delivery of primary medical, dental, ophthalmic and pharmaceutical services in England.

NHS England  
PO Box 16738  
Redditch B97 9PT  
Tel: 0800 072 4725  
[enquiries@wbhelpline.org.uk](mailto:enquiries@wbhelpline.org.uk)

**NHS Business Services Authority**

about the performance of services intended to monitor and take action on fraud, corruption or other unlawful activity in relation to the health service in England; the delivery of security management in the health service in England.

NHS Protect  
Skipton House  
80 London Road  
London, SE1 6LH  
<http://www.nhsbsa.nhs.uk/Protect.aspx>

**NHS Trust Development Authority**

about the performance of English NHS trusts, including clinical quality, governance and management of risk.

The Contact Centre  
NHS Trust Development Authority  
Southside  
Victoria Road  
London SW1E 6QT  
Tel: 020 7932 1980  
Email: [ntda.enquiries@nhs.net](mailto:ntda.enquiries@nhs.net)

**Nursing and Midwifery Council**

about matters relating to the registration and fitness to practise of a registered nurse or midwife and any other activities in relation to which the Council has functions.

Nursing and Midwifery Council

23 Portland Place

London W1B 1PZ

Tel: 020 7637 7181

Email: [whistleblowing@nmc-uk.org](mailto:whistleblowing@nmc-uk.org)

<http://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/whistleblowing/>

**The Secretary of State for Health**

about matters relating to the provision of public health services.

Public Health England<sup>3</sup>

Public Information Access Office

Wellington House

133-135 Waterloo Road

London SE1 8UG

[www.gov.uk/government/organisations/public-health-england](http://www.gov.uk/government/organisations/public-health-england)

Ministerial Correspondence and Public Enquires Unit

Department of Health

Richmond House

79 Whitehall

London SW1A 2NS

<https://www.gov.uk/government/organisations/department-of-health>

---

<sup>3</sup> The Secretary of State for Health is the Prescribed Person for public health matters. Public Health England (PHE) discharges some of the public health responsibility on behalf of the Secretary of State. Arrangements are in place to allow disclosures to be made directly to PHE as well as to the Secretary of State for Health. See above for contact details.

## **Welsh Ministers**

about the review of, and investigation into the provision of health care by and for Welsh NHS bodies.

Healthcare Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil CF48 1UZ  
Tel: 0300 062 8163  
Fax: 0300 062 8387

Email: [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)

[www.hiw.org.uk](http://www.hiw.org.uk)

## Housing

### **Homes and Communities Agency**

about the conduct of the business of registered providers of social housing in England

Arpley House  
110 Birchwood Boulevard  
Birchwood  
Warrington WA3 7QH  
Tel: 0300 1234 500  
Email: [mail@homesandcommunities.co.uk](mailto:mail@homesandcommunities.co.uk)

### **Registers of Scotland**

about matters relating to the registration of land or property in Scotland.

The Chair of the Audit Committee,  
Non-Executive Director  
RoS Secretariat  
Meadowbank House  
153 London Road,  
Edinburgh EH7 8AU  
Tel: 0131 659-6111  
Email: [rossecretariat@ros.gov.uk](mailto:rossecretariat@ros.gov.uk)

### **Scottish Housing Regulator**

about social landlords' performance of housing activities; the registration of registered social landlords; and the financial well-being and standards of governance in Scotland.

Scottish Housing Regulator  
Europa Building  
450 Argyle Street  
Glasgow G2 8LG  
Tel: 0141 242 5642  
Email: [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

**Welsh Ministers**

about the regulation of registered social landlords in Wales.

Housing Directorate  
Welsh Government  
Cathay Park  
Cardiff CF10 3NQ  
Tel: 0300 0603300  
Email: [customerHelp@Wales.GSI.Gov.UK](mailto:customerHelp@Wales.GSI.Gov.UK)  
[www.wales.gov.uk](http://www.wales.gov.uk)

## Local authorities

### England

Following the Audit Commission's closure on 31 March 2015, disclosures relating to local authorities can be made to the external auditor of the relevant authority or the Comptroller and Auditor General. To make a disclosure to the authority's external auditor, please contact the local authority, who will have a record of who to contact. You can also ask Public Sector Audit Appointments Limited (PSAA), the company now responsible for appointing auditors to local government, police and local NHS bodies (<http://www.psaa.co.uk>) for the name of the auditor of the relevant local authority. It should be noted that PSAA is not a prescribed person under the Public Interest Disclosure Act and their role in this is only to signpost individuals to the external auditor appointed to the local authority in question. To make a disclosure to the Comptroller and Auditor General, please contact the National Audit Office (see Comptroller and Auditor General below).

### The Comptroller and Auditor General

about the proper conduct of public business, value for money, fraud and corruption in relation to the provision of public services.

The Comptroller and Auditor General

National Audit Office

157-197 Buckingham Palace Road

London SW1W 9SP

Tel: 020 7798 7999

[www.nao.org.uk/contact-us/](http://www.nao.org.uk/contact-us/)

### Scotland

about matters relating to local authorities in Scotland, please can contact either Audit Scotland or the Accounts Commission for Scotland (contact details can be found under the heading 'Business, finance and fraud')

### Wales

about matters relating to local authorities in Wales, please can contact the Auditor General for Wales (contact details can be found under the heading 'Business, finance and fraud').)

## Pensions

### The Pensions Regulator

about matters relating to the protection of members' benefits under occupational and private pensions schemes, the administration and governance of work-based pension schemes including matters relating to automatic enrolment under the Pensions Act 2008.

The Information Team  
Napier House  
Trafalgar Place  
Brighton BN1 4DW  
Tel: 0345 600 7060  
Email: [wb@tpr.gov.uk](mailto:wb@tpr.gov.uk)  
[www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

## Police and justice

### **Chief Executive of the Criminal Cases Review Commission**

about actual or potential miscarriages of justice in England and Wales.

Criminal Cases Review Commission

5 St Philip's Place

Birmingham B3 2PW

Tel: 0121 233 1473

Fax: 0121 232 0899

Email: [complaints@ccrc.x.gsi.gov.uk](mailto:complaints@ccrc.x.gsi.gov.uk) [www.ccrc.gov.uk](http://www.ccrc.gov.uk)

### **The Chief Executive of the Scottish Criminal Cases Review Commission**

about actual or potential miscarriages of justice in Scotland.

Scottish Criminal Cases Review Commission

5th Floor, Portland House

17 Renfield Street

Glasgow G2 5AH

Tel: 0141 270 7030

Fax: 0141 270 7040

Email: [info@sccrc.org.uk](mailto:info@sccrc.org.uk)

[www.sccrc.org.uk](http://www.sccrc.org.uk)

### **The Director of the Serious Fraud Office**

about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.

The Director of the Serious Fraud Office

2-4 Cockspur Street

London SW1Y 5BS

Tel: 020 7239 7272

Email: [confidential@sfo.gsi.gov.uk](mailto:confidential@sfo.gsi.gov.uk)

[www.sfo.gov.uk](http://www.sfo.gov.uk)

**The Independent Police Complaints Commission**

about matters relating to the conduct of a person serving with the police.

Independent Police Complaints Commission

P O Box 473

Sale M33 0BW

Tel: 0300 020 0096

Email: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

[www.ipcc.gov.uk](http://www.ipcc.gov.uk)

**National Crime Agency**

about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.

National Crime Agency,

PO Box 58396

London NW1W 9SB

Tel. 020 7238 2626

Email: [public.complaints@nca.x.gsi.gov.uk](mailto:public.complaints@nca.x.gsi.gov.uk)

## Social care

### Care Council for Wales

about matters relating to the registration of social care workers in Wales.

Care Council for Wales

South Gate House

Wood Street

Cardiff CF10 1EW

Tel: 0300 303 3444

[ftp@ccwales.org.uk](mailto:ftp@ccwales.org.uk)

### Care Inspectorate

about matters relating to the provision of care services in Scotland.

Compass House

11 Riverside Drive

Dundee DD1 4NY

Tel: 0345 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

### Care Quality Commission

about the provision of adult social care services in England.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 0300 061 6161

[www.cqc.org.uk](http://www.cqc.org.uk)

**Health and Care Professions Council**

about matters relating to the registration and fitness to practise of health and care professional.

Health and Care Professions Council

Park House

184 Kennington Park Road

London SE11 8BU

Tel: 0845 300 6184

[www.hpc-uk.org](http://www.hpc-uk.org)

**Healthcare Improvement Scotland**

about matters relating to furthering the improvement in quality of health care in Scotland.

Healthcare Improvement Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh EH12 9EB

Tel: 0131 623 4300

Email: [comments.his@nhs.net](mailto:comments.his@nhs.net)

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

**Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")**

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 3155

Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

**Scottish Social Services Council**

about matters relating to the registration of the social services workforce in Scotland.

Scottish Social Services Council

Compass House

11 Riverside Drive

Dundee DD1 4NY

Tel: 01382 207101

Email: [registration@sssc.uk.com](mailto:registration@sssc.uk.com)

[www.sssc.uk.com](http://www.sssc.uk.com)

## **Welsh Ministers**

about matters relating to the provision of social care services and to the inspection of Welsh local authority social services.

Care and Social Services Inspectorate Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil CF48 1UZ

Tel: 0300 7900 126

Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)

<http://cssiw.org.uk/?lang=en>

## Social services and child welfare

**Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")**

about matters relating to regulation and inspection of establishment and agencies for children's social care services.

Ofsted

Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 123 3155  
Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

## Scottish Social Services Council

about matters relating to the registration of the social services workforce in Scotland.

Compass House  
11 Riverside Drive  
Dundee DD1 4NY  
Tel: 01382 207 101  
Email: [registration@sssc.uk.com](mailto:registration@sssc.uk.com)  
[www.sssc.uk.com](http://www.sssc.uk.com)

## Welsh Ministers

about matters relating to the provision of social services and to the inspection and performance assessment of Welsh local authority social services.

Care and Social Services Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil, CF48 1UZ  
Tel: 0300 7900 126  
Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  
<http://cssiw.org.uk/?lang=en>

## Tax

### **Commissioners for Her Majesty's Revenue & Customs (HMRC)**

about the administration of UK taxes; the administration of national insurance and tax credits systems; Customs and border-related functions and criminal investigations.

HM Revenue and Customs  
Freepost NAT22785  
Cardiff CF14 5GX  
Tel: Freephone 0800 788 887  
Fax: free fax 0800 783 0879  
Textphone: 0845 915 3296  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### **Revenue Scotland**

about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax)

Revenue Scotland  
Victoria Quay  
Edinburgh, EH6 6QQ  
Email: [info@revenue.scot](mailto:info@revenue.scot)  
[www.revenue.scot](http://www.revenue.scot)

## Trade Unions

### The Certification Officer

about fraud and other irregularities, relating to the financial affairs of trade unions and employers' associations.

Certification Officer

22nd Floor, Euston Tower

286 Euston Road

London NW1 3JJ

Tel: 020 7210 3734/3735

Fax: 020 7210 3612

Email: [info@certoffice.org](mailto:info@certoffice.org) [www.gov.uk/certificationofficer](http://www.gov.uk/certificationofficer)

## Transport

### Civil Aviation Authority

about compliance with the requirements of civil aviation legislation, including aviation safety and aviation security.

Civil Aviation Authority

Aviation House

Gatwick Airport South

West Sussex RH6 0YR

Tel: 01293 573190

[www.caa.co.uk](http://www.caa.co.uk)

### Office of Rail and Road

about (a) the provision and supply of railway services and any activities not covered by (a) in relation to which the Office of Rail and Road has functions.

Office of Rail and Road

One Kemble Street

London WC2B 4AN

Tel: 020 7282 2000

Fax: 020 7282 2040

[www.orr.gov.uk](http://www.orr.gov.uk)

### The Secretary of State for Transport

about consumer safety, compliance with requirement of merchant shipping law, including maritime safety and maritime security.

Chief Executive

Maritime and Coastguard Agency

Bay 3/30

Spring Place

105 Commercial Road

Southampton, SO15 1EG

Tel: 023 8032 9277

Fax: 023 8032 9122

## Utilities

### **The Gas and Electricity Markets Authority (Known as Ofgem)**

about the generation, transmission, distribution and supply of electricity or the transportation, shipping and supply of gas through pipes, and the renewable generation of heat.

Whistleblowing Desk

Ofgem Research and Information Centre

9 Millbank

London SW1P 3GE

Tel: 020 7901 7011

Fax: 020 7901 7378

Email: [whistle@ofgem.gov.uk](mailto:whistle@ofgem.gov.uk)

[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

### **Water Services Regulation Authority (known as Ofwat)**

about the supply of water and the provision of sewerage services in England or Wales.

Case Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

Tel: 0121 644 7725

Email: [caseremanagementoffice@ofwat.gsi.gov.uk](mailto:caseremanagementoffice@ofwat.gsi.gov.uk)

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)

### **The Water Industry Commission for Scotland**

about the supply of water and the provision of sewerage services in Scotland.

Water Industry Commissioner for Scotland

First Floor Moray House

Forthside Way

Stirling FK8 1QZ

Tel: 01786 430200

Email: [enquiries@watercommission.co.uk](mailto:enquiries@watercommission.co.uk)

[www.watercommission.co.uk](http://www.watercommission.co.uk)



© Crown copyright 2016

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk). Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication available from [www.gov.uk/bis](http://www.gov.uk/bis)

Contacts us if you have any enquiries about this publication, including requests for alternative formats, at:

Department for Business, Innovation and Skills  
1 Victoria Street  
London SW1H 0ET  
Tel: 020 7215 5000

Email: [enquiries@bis.gsi.gov.uk](mailto:enquiries@bis.gsi.gov.uk)

**BIS/16/79**