We all have a responsibility for health and safety at work, and sometimes it will be necessary to draw an issue of concern to the attention of a supervisor, line manager, or other relevant person who has the responsibility for dealing with it.

These guidelines and the accompanying flow chart show how staff, including trades union colleagues, can raise concerns and complaints relating to health, safety and welfare practices and conditions. The flow chart sets out the principles for following through a serious concern/complaint in a straightforward format. This helps to standardise the approach and keeps choices about style of recording and communicating flexible.

**Principles**

1. Everyone has a right to raise a health and safety concern, and we all have a legal duty to draw any shortcomings in health and safety arrangements to our employer’s attention.
2. Whilst KCC’s formal joint consultation arrangements work well, it is important that there is also a system for staff to raise issues of concern that arise on an ad hoc basis. The flowchart sets out the process through which this should happen, so that individual employees and their managers know what is expected of them.
3. Effort to deal with a concern directly is important in the first place and the flowchart process should be followed through if things cannot be dealt with easily within the local setting. Should escalation be required the communication must include information about the steps already taken to try to resolve the concern so the recipient manager is fully aware/informed.
4. The person raising the concern/complaint can expect a response within 7 working days. This will either be a full response including an action plan where risk is deemed to be high or, otherwise, an interim response giving an indication about anticipated timescale for full response.
5. Issues that fail to be resolved within reasonable timescales may be referred to joint consultative fora such as safety committees or directorate joint consultative committees.

Managers are responsible for the health and safety of their staff, so the initial responsibility for action lies with them. However, if a manager or other member of staff has any queries about a health and safety matter, they may:

* contact the Health and Safety Advice Line on 03000 418456, or
* email the Health and Safety Team at: [healthandsafety@kent.gov.uk](mailto:healthandsafety@kent.gov.uk)



**A response to the initiator from the manager must be made within**

**7 working days, and a copy sent to the Health and Safety Adviser**

**Please see the guidance provided under Principles, point 4)**

Further notes for staff: staff can raise any health and safety issue with their Trades Union representative or other relevant bodies. Staff may sometimes have a serious health and safety concern they feel cannot be raised with their line manager or the person responsible. In these cases, in addition to access to the Health and Safety team, KCC has a confidential disclosure policy enabling protected ‘whistleblowing’.

For further details please look at the KCC Whistleblowing Policy on Knet, if you a school please look on Kelsi.