

Freedom to speak up

Quality statement

We foster a positive culture where people feel that they can speak up and that their voice will be heard.

What this quality statement means

- Staff and leaders act with openness, honesty and transparency.
- Staff and leaders actively promote staff empowerment to drive improvement. They encourage staff to raise concerns and promote the value of doing so. All staff are confident that their voices will be heard.
- There is a culture of speaking up where staff actively raise concerns and those who do (including external whistleblowers) are supported, without fear of detriment. When concerns are raised, leaders investigate sensitively and confidentially, and lessons are shared and acted on.
- When something goes wrong, people receive a sincere and timely apology and are told about any actions being taken to prevent the same happening again.

Subtopics this quality statement covers

- Speaking up culture

- Freedom to speak up guardian
- Whistleblowing
- Closed cultures

Related regulations

Regulated Activities Regulations 2014

- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)

Also consider

- [Regulation 9: Person-centred care](#)

Additional legislation

[Public Interest Disclosure Act 1998](#)

[Employment Rights Act 1996](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

Speaking up culture

[Whistleblowing: Guidance for providers who are registered with the Care Quality Commission \(CQC\)](#)

[The characteristics of safety cultures \(CQC\)](#)

[Public Interest Disclosure Act 1998 \(Protect\)](#)

[What is Whistleblowing? \(Protect\)](#)

[What is speaking up? \(National Guardian\)](#)

© Care Quality Commission