

Whistleblowing Policy

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Draft Number:	Final
Scheme Ratified By:	Council
Date Ratified:	18 th November 2014
Effective Date of Scheme:	18 th November 2014
Review Date:	2021
Applicable To:	All Caerphilly employees. If you are a volunteer or contractor working on Council premises, including builders, drivers and suppliers, you should raise your concerns under the Council's Corporate Complaints Policy, which is available on the Council's website.
Equalities Issues:	All Equalities considerations have been taken into account when drafting this Scheme.

The Council's recognised trade unions have been consulted on this Scheme.



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INTRODUCTION

1. Caerphilly County Borough Council is fully committed to running the organisation in the best possible way and to do so we need your help. We have introduced this policy to reassure you that it is safe and acceptable to speak up and to enable you to raise any concern you may have about malpractice at an early stage and in the right way.
2. All of us, at one time or other has a concern about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about a possible fraud, danger or malpractice that might affect others or the organisation itself, it can be difficult to know what to do.

WHAT THE SCHEME COVERS

3. This policy covers any disclosures that employees make with regard to any alleged wrong doing. The policy must be read in conjunction with all relevant Council policies and procedures, in particular the Council's Code of Conduct.

DETAIL OF THE SCHEME

4. The Whistleblowing Policy aims to reassure you that it is safe and acceptable to speak up and to enable you to raise serious concerns you have about malpractice at an early stage and in the right way.
5. If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any form of detrimental treatment as a result.
6. The policy is specifically intended for raising concerns about malpractice. If, however, you wish to make a complaint about your employment or how you have been treated, please use the grievance procedure – copies can be obtained from your Manager or the HR Support Portal.
7. The policy provides you with an avenue to raise your concerns and to receive feedback on any action taken. Any feedback will be provided within the confines of the Data Protection Act 2018

CATEGORIES OF WRONGDOING

8. You are protected under this policy to raise any concerns you may have about the following categories of wrongdoing:
 - Criminal offences, including conduct which is an offence or a breach of law or sexual or physical abuse of clients;
 - Failure to comply with legal obligations including the unauthorised use of public funds, possible fraud and corruption; Discrimination against the public or colleagues (e.g. race, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, sex, and sexual orientation.)
 - Miscarriages of justice;
 - Dangers to health or safety including risks to the public as well as other employees;
 - Danger or damage to the environment or
 - Deliberate concealment of any of the above categories.
9. The policy may also be used to report something that:
 - Makes you feel uncomfortable in terms of the standards you believe the Council subscribes to;
 - Is against the Council's Constitution and policies;
 - Falls below established standards of practice or
 - Amounts to improper conduct.

OUR ASSURANCE TO YOU

10. Caerphilly County Borough Council is committed to this policy. If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any form of detrimental treatment as a result. The Council will not tolerate the harassment or victimisation of anyone raising a genuine concern and we consider it a disciplinary matter to victimise anyone who has raised a genuine concern.
11. With these assurances, we hope you will raise your concern openly. However, we recognise that there may be circumstances when you would prefer to speak to someone confidentially first. If this is the case, please say so at the outset.
12. If you ask us not to disclose your identity, we will not do so without your consent unless required by law. You should understand that there may be times when we are unable to resolve a concern without revealing your identity, for example where your personal evidence is essential. In such cases, we will discuss with you whether and how the matter can best proceed.

ANONYMOUS ALLEGATIONS

13. The policy encourages you to put your name to your allegation whenever possible. If you do not tell us who you are it will be much more difficult for us to look into the matter. We will not be able to protect your position or to give you feedback. Accordingly you should not assume we could provide the assurances we offer in the same way if you report a concern anonymously.
14. If you are unsure about raising a concern you can get independent advice from Public Concern at Work (contact details can be found under Independent Advice).

UNTRUE ALLEGATIONS

15. If you make an allegation in good faith but it is not confirmed by the investigation, no action will be taken against you. Provided you are raising a genuine concern, it does not matter if you are mistaken. Of course we do not extend this assurance to someone who maliciously raises a matter they know is untrue.
16. If you make an allegation maliciously or for personal gain, disciplinary action may be taken against you.

RAISING A CONCERN

17. You do not need to have firm evidence of malpractice before raising a concern. However, we do ask that you explain as fully as you can the information or circumstances that gave rise to your concern.
18. If you have a concern about malpractice the first step is to raise it with your Manager or Team Leader. This may be done verbally or in writing. We understand that the ability to raise concerns in this way will depend on the nature of the concern and the individuals involved.
19. If you feel unable to raise the matter with your Manager, for whatever reason, please raise the matter with:

Head of People Services
20. If you want to raise the matter confidentially, please say so at the outset so that appropriate arrangements can be made. A discussion will be held with you to discuss what is the most appropriate way to deal with the matter.

21. If these channels have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with any of the above, please contact:

Head of Legal and Monitoring Officer

Section 151 Officer

HOW WE WILL HANDLE THE MATTER

22. The Council will acknowledge receipt of your concern within 10 working days. We will assess it and consider what action may be appropriate. This may involve an informal review, an internal inquiry or a more formal investigation. We will tell you who will be handling the matter, how you can contact them, and what further assistance we may need from you, how we propose to handle it and provide a timetable for feedback. If we have misunderstood the concern or there is any information missing please let us know.
23. When you raise the concern it will be helpful to know how you think the matter might best be resolved. If you have any personal interest in the matter, we ask you to tell us at the outset.
24. If we think your concern falls within one of our other policies (i.e. grievance) we will let you know.
25. If you are invited to a meeting to discuss your concerns, you can be accompanied by a trade union representative or work colleague not involved in the matter.
26. Whenever possible we will give you feedback on the outcome of any investigation. Please note, however, that we may not be able to tell you about the precise actions we take where this would infringe a duty of confidence we owe to another person. Any feedback will be provided within the confines of the Data Protection Act 2018.
27. While we cannot guarantee that we will respond to all matters in the way that you might wish, we will strive to handle the matter fairly and properly. By using this policy you will help us to achieve this.

INDEPENDENT ADVICE

28. If you are unsure whether to use this policy or you want confidential advice at any stage, you may contact the independent charity Protect on 020 31172520 or by email at info@protect-advice.org.uk. You can also complete a Contact Form on the website, www.protect-advice.org.uk. Their lawyers can talk you through your options and help raise a concern about malpractice at work.
29. If you are a member of a trade union you can also contact your union for advice.

EXTERNAL CONTACTS

30. While we hope this policy gives you the reassurance you need to raise your concern internally with us, we recognise that there may be circumstances where you can properly report a concern to an outside body. In fact, we would rather you raised a matter with the appropriate regulator than not at all. Public Concern at Work (or your union) will be able to advise you on such an option if you wish. Details of External Regulators under the Public Interest Disclosure (Prescribed Persons) Order 2014 can be found under Appendix 1. If this Schedule is amended by future legislation then the revised list will apply.
31. If you do take the matter outside the Council, you should ensure that you do not disclose personal or confidential information.

INTERPRETATION OF THE SCHEME

32. In the event of a dispute relating to the interpretation of the Policy, the Head of People Services or the Head of Legal and Monitoring Officer will make the final decision on interpretation.

REVIEW OF THE SCHEME

33. A review of this policy will take place when appropriate. Any amendments will be consulted on with all the relevant parties. However, in the case of amendments relating to legislative requirements, the Scheme will be amended and reissued.

MAY 2021

Public Interest Disclosure (Prescribed Persons) (Amendment)(No 2) Order 2015

This version in force from: **February 2016 to present**

Broadcasting and Communication	
<p>The Office of Communications (known as Ofcom)</p> <p>Chairman The Office of Communications Riverside House 2a Southwark Bridge Road London SE1 9HA Tel: 020 7981 3000 Fax: 020 7981 3333 Website: www.ofcom.org.uk</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the provision of electronic communications networks and services, • broadcasting and the provision of radio and TV services • media ownership and control, • competition in communication markets.
Business, finance or fraud	
<p>Accounts Commission for Scotland</p> <p>The Secretary to the Accounts Commission Accounts Commission for Scotland 102 West Port Edinburgh EH3 9DN Tel: 0131 625 1500 Email: corrspodence@audit-scotland.gov.uk Website: www.audit-scotland.gov.uk</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the proper conduct of public business, • value for money, fraud and corruption in local government bodies in Scotland.

<p>The Auditor General for Wales</p> <p>PIDA Officer The Auditor General for Wales 24 Cathedral Road Cardiff CF11 9LJ Tel: 02920 320522 E-mail: whistleblowing@audit.wales Website: www.wao.gov.uk/whistleblowing</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the proper conduct of public business, • value for money, fraud and corruption in public bodies in Wales.
<p>The Auditor General for Scotland</p> <p>The Auditor General for Scotland 102 West Port Edinburgh EH3 9DN Tel: 0131 625 1500 Email: correspondence@audit-scotland.gov.uk Website: www.audit-scotland.gov.uk/contact-us/whistleblowing</p>	<p>Contact them 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.</p>
<p>Audit Scotland</p> <p>Audit Scotland 102 West Port Edinburgh EH3 9DN Tel: 0131 625 1500 Email: correspondence@audit-scotland.gov.uk Website: www.audit-scotland.gov.uk/contact-us/whistleblowing</p>	<p>Contact them about the proper conduct of public businesses in Scotland, including value for money, fraud and corruption in public bodies in Scotland.</p>

<p>The Bank of England</p> <p>Bank of England Intelligence and Whistleblowing Team Threadneedle Street London EC2R 8AH Tel: 020 3461 8703 Email: whistleblowing@bankofengland.co.uk</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the functioning of clearing houses (including central-counterparties). • payment systems and securities settlement systems. • the treatment, holding and issuing of banknotes by the Scottish and Northern Ireland banks authorised to issue banknotes (and their agents). • the custody distribution and processing of Bank of England banknotes under the Bank of England's Note Circulation Scheme. • the provision of services relating to payment systems.
<p>Commissioner for Ethical Standards in Public Life in Scotland</p> <p>Commissioner for Ethical Standards in Public Life in Scotland Thistle House 91 Haymarket Terrace Edinburgh EH12 5HE Tel: 0300 011 0550 Email: info@ethicalstandards.org.uk</p>	<p>Contact them where you think a Local Authority Councillor or a Board Member of a devolved public body in Scotland has acted in a way that breaches the applicable code of conduct.</p>
<p>Commissioners for Her Majesty's Revenue & Customs (HMRC)</p> <p>HMRC Fraud Hotline Cardiff CF14 5ZN Tel: 0800 788 887 Website: https://www.gov.uk/government/organisations/hm-revenue-customs/contact/reporting-tax-evasion</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the administration of UK taxes • the administration of national insurance and tax credits systems • customs and border-related functions and criminal investigations.

<p>The Comptroller and Auditor General</p> <p>The Comptroller and Auditor General National Audit Office 157-197 Buckingham Palace Road London SW1W 9SP Tel: 020 7798 7999 Website: https://www.nao.org.uk/contact-us/whistleblowing-disclosures/</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • the proper conduct of public business. • value for money, fraud and corruption in relation to the provision of public services.
<p>The Director of the Serious Fraud Office</p> <p>The Director of the Serious Fraud Office 2 - 4 Cockspur Street London SW1Y 5BS</p> <p>Email: https://www.sfo.gov.uk/contact-us/reporting-serious-fraud-bribery-corruption</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • serious or complex fraud, including bribery and corruption, in England, Wales or Northern Ireland. • civil recovery of the proceeds of unlawful conduct.

The European Securities and Markets Authority

Website: www.esma.europa.eu/whistleblowers-corner

Contract them about

- Undertakings for the Collective Investment in Transferable Securities (UCITS): compliance with Directive 2009/65/EC of the European Parliament and of the Council of 13 July 2009 on the coordination of laws, regulations and administrative provisions relating to undertakings for collective investment in transferable securities.
- trade repositories: the conduct of trade repositories regulated by Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties and trade repositories.

CRA: the conduct of persons who are credit ratings agencies registered under Chapter 1 of Title 3 of Regulation (EC) No 1060/2009 of the European Parliament and of the Council of 16 September 2009 or who are certified in accordance with Article 5(2) of that regulation.

The Financial Conduct Authority (FCA)

The Financial Conduct Authority
Intelligence Department (ref PIDA)
12 Endeavour Square London
E20 1JN

Tel: 020 7066 9200 Fax: 020 7676 9727

Email: whistle@fca.org.uk

Website: www.fca.org.uk/site-info/contact/whistleblowing

Contact them 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, competition affecting financial markets in the United Kingdom and about the operation of mutual societies registered by the FCA under relevant legislation.
- the conduct of electronic money issuers (for the purposes of Electronic Money Regulations 2011), the conduct of Payment Services Providers (for the purposes of the Payment Services Regulations).
- the operation of small UK Alternative Investment Fund Managers registered under regulation 10 of the Alternative Investment Fund Managers Regulations 2013.
- the functioning of financial markets, money laundering, financial crime, and other serious financial misconduct, in connection with activities regulated by the FCA.
- the conduct of self-regulatory organisations (in relation to regulation 2 of the Oversight of Professional Body Anti-Money Laundering and Counter Terrorist Financing Supervision Regulations 2017).
- the conduct of persons who are supervised contributors within the meaning of Article 3(1)(10) of Regulation (EU) no. 2016/1011 on indices used as benchmarks in financial instruments and financial contracts or to measure the performance of investment funds.
- the conduct of persons who are Miscellaneous BM persons within the meaning of regulation 5(2) of the Financial Services and Markets Act 2000 (Benchmarks) Regulations 2018)
- the conduct of persons subject to functions conferred on the Financial Conduct Authority under Regulation (EU) No 648/2012 on OTC derivatives, central counterparties and trade repositories.

<p>Financial Reporting Council Limited and its Conduct Committee</p> <p>PIDA Officer Financial Reporting Council 8th Floor 125 London Wall London EC2Y 5AS Tel: 0207 492 2497 Email: whistleblowing@frc.org.uk Website: www.frc.org.uk</p>	<p>Contact them about matters relating to:</p> <ul style="list-style-type: none"> • Statutory Audit in the UK (including oversight, monitoring and enforcement) • the independent oversight of the accountancy and actuarial professions • compliance with the requirements of accounting and reporting legislation • the investigation and enforcement action in relation to the conduct of accountants and actuaries and disciplinary action in public interest cases • the oversight of local audit, monitoring of major local audits and the investigation and enforcement action in relation to the conduct of local auditors in public interest cases • the independent supervision of the Auditor General • Third Country Auditors.
<p>The Lord Advocate, Scotland</p> <p>Procurator Fiscal Specialist Casework Crown Office 25 Chambers Street Edinburgh EH1 1LA Tel: 0300 020 0457 Email: SOCDADMINEast@copfs.gov.uk</p>	<p>Contact them about serious or complex fraud in Scotland.</p>
<p>Payment Systems Regulator</p> <p>Payment Systems Regulator Intelligence Department (Ref PIDA) 12 Endeavour Square London E20 1JNTel: 020 7066 9200 Email: whistle@fca.org.uk</p>	<p>Contact them about payment systems and the services provided by them.</p>

<p>Prudential Regulation Authority</p> <p>Prudential Regulation Authority (IAWB) 20 Moorgate London, EC2R 6DA Tel: 020 3461 8703 Email: whistleblowing@bankofengland.co.uk</p>	<p>Contact them 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.</p>
<p>Public Services Ombudsman for Wales</p> <p>Public Services Ombudsman 1 Ffordd yr Hen Gae Pencoed CF35 5LJ Tel: 0300 790 0203 Fax: 01656 641199 Email: ask@ombudsman.wales Website: www.ombudsman.wales</p>	<p>Contact them about breaches by a member or co-opted member of a relevant authority's code of conduct in Wales.</p>
<p>Revenue Scotland</p> <p>Revenue Scotland Victoria Quay Edinburgh EH6 6QQ Email: info@revenue.scot Website: www.revenue.scot</p>	<p>Contact them about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax).</p>

<p>The Secretary of State for Business, Energy and Industrial Strategy</p> <p>Intelligence Team Insolvency Service 3rd Floor, Cannon House 18 Priory Queensway Birmingham B4 6FD Tel: 0300 678 0017 Email: intel.team@insolvency.gov.uk Website: www.gov.uk/insolvency-service</p>	<p>Contact them about fraud and other misconduct in relation to companies.</p>
Charities	
<p>The Charity Commission for England and Wales</p>	<p>Contact them about the proper administration of charities in England and Wales and of funds given or held for charitable purposes in England and Wales.</p> <p>See Report serious wrongdoing at a charity as a worker or volunteer.</p>
<p>Office of the Scottish Charity Regulator</p> <p>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</p>	<p>Contact them about the proper administration of charities and of funds given or held for charitable purposes in Scotland.</p>

Children's Interest	
<p>Children's Commissioner for England</p> <p>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 Website: www.childrenscommissioner.gov.uk</p>	<p>Contact them about matters relating to the rights, welfare and interests of children in England.</p>
<p>Children's Commissioner for Wales</p> <p>Children's Commissioner for Wales Oystermouth House Phoenix Way Llansamlet Swansea SA7 9FS Tel: 0808 801 1000 (freephone number) Email: post@childcomwales.org.uk Website: www.childcomwales.org.uk</p>	<p>Contact them about matters relating to the rights, welfare and issues affecting children, young people and those who care for them, in Wales.</p>
<p>Commissioner for Children and Young People in Scotland</p> <p>Children and Young People's Commissioner Scotland Bridgeside House 99 McDonald Road Edinburgh EH7 4NS Tel: 0131 558 3373 Email: inbox@sccyp.org.uk Website: www.sccyp.org.uk</p>	<p>Contact them about matters relating to promoting and safeguarding the rights of children and young people in Scotland.</p>

<p>Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")</p> <p>Ofsted Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 3155 Email: whistleblowing@ofsted.gov.uk</p>	<p>Contact them about matters relating to regulation and inspection of children's social care.</p>
<p>The National Society for the Prevention of Cruelty to Children (NSPCC)</p> <p>NSPCC Weston House 42 Curtain Road London EC2A 3NH Tel: 020 7825 2500 This phonenumber is manned 365 days a year:</p> <ul style="list-style-type: none"> • Mon-Fri (incl. bank holidays) 8am to 10pm • Weekends 9am to 6pm <p>Fax: 020 7825 2525 Email: help@nspcc.org.uk</p>	<p>Contact them about matters relating to child welfare and protection.</p>
<p>Welsh Ministers</p> <p>Care Inspectorate Wales Welsh Government Office Sarn Mynach Llandudno Junction LL31 9RZ Tel: 0300 7900 126 Email: ciw@wales.gov.uk Website: careinspectorate.wales/</p>	<p>Contact them about matters relating to</p> <ul style="list-style-type: none"> • the regulation and inspection of establishments and agencies for children's social care services • the inspection of Welsh local authority children's social services.

Consumer Protection	
<p>Competition and Markets Authority</p> <p>Competition and Markets Authority The Cabot 25 Cabot Square London E14 4QZTel: 020 3738 6000</p>	<p>Contact them about matters concerning the sale of goods or the supply of services, which adversely affect the interests of consumers; or about competition affecting markets in the UK.</p>
<p>Your local authority</p>	<p>Contact them about compliance with the requirement of consumer protection legislation. Find your local authority.</p> <p>https://www.gov.uk/find-your-local-council</p>
Data Protection and Freedom of Information	
<p>The Information Commissioner</p> <p>The Information Commissioner's Office Wycliffe House Water Lane Wilmslow SK9 5AF Tel: 0303 123 1113 Email: casework@ico.org.uk Website: www.ico.org.uk</p>	<p>Contact them about compliance with the requirement of legislation relating to data protection and to freedom of information.</p>
<p>The Scottish Information Commissioner</p> <p>Office of the Scottish Information Commissioner Kinburn Castle Doubledykes Road St Andrews KY16 9DS Tel: 01344 464610 Email: enquiries@itspublicknowledge.info Website: www.itspublicknowledge.info</p>	<p>Contact them about compliance with the requirement of legislation relating to freedom of information in Scotland.</p>

Defence procurement	
<p>Single Source Regulations Office</p> <p>Single Source Regulations Office Finlaison House 15 -17 Furnival Street London EC4A 1AB Tel: 020 3771 4792 Email: disclosures@ssro.gov.uk Website: www.gov.uk/ssro</p>	<p>Contact them about matters relating to the provision of the Defence Reform Act 2014 and the Single Source Contract Regulations, which apply to single source defence contracts.</p>
Education	
<p>Her Majesty’s Chief Inspector of Education, Children’s Services and Skills (“the Chief Inspector”)</p> <p>The Chief Inspector Ofsted Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 3155 Email: whistleblowing@ofsted.gov.uk</p>	<p>Contact them about matters relating to the welfare of children provided with accommodation by boarding schools, colleges and residential special schools.</p>

<p>Office of Qualifications and Examinations Regulation</p> <p>Whistleblowing and malpractice Complaints Investigation Manager Ofqual Earlsdon Park 53-55 Butts Road Coventry CV1 3BH Tel: 0300 303 3344 Email: whistleblowing@ofqual.gov.uk Online reform form: www.smartsurvey.co.uk/s/ofqual-whistleblowing</p>	<p>Contact them about matters in relation to which the Office of Qualifications and Examinations Regulation exercise functions under the Apprenticeships, Skills, Children and Learning Act 2009.</p>
<p>Qualifications Wales</p> <p>Qualifications Wales Q2 Building Pencarn Lane Imperial Park Coedkernew Newport NP10 8AR Tel: 01633 373222 Email: report@qualificationswales.org Website: www.qualificationswales.org</p>	<p>Contact them if you have concerns about the design, delivery or award of qualifications taken in Wales, or about a regulated awarding body. Qualifications Wales exercises its functions under the Qualifications Wales Act 2015.</p>
<p>Secretary of State for Education</p> <p>Ministerial and Public Communications Division Department for Education Piccadilly Gate Store Street Manchester M1 2WD Tel: 0370 000 2288 Website: https://www.gov.uk/contact-dfe</p>	<p>Contact them about matters relating to the following educational institutions in England:</p> <ul style="list-style-type: none"> • 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) • an institution within the further education sector • special post-16 institutions.

Environment	
<p>The Environment Agency</p> <p>National Customer Contact Centre P O Box 544 Rotherham S60 1BY Tel: 03708 506 506 Website: https://www.gov.uk/environment-agency</p>	<p>Contact them about acts and omissions which have an actual or potential effect on the environment or the management or regulation of the environment. This includes those relating to pollution, abstraction of water, flooding, the flow in rivers, inland fisheries and migratory salmon or trout.</p>
<p>Welsh Ministers</p> <p>Natural Resource Wales c/o Customer Care Centre Ty Cambria 29 Newport Rd Cardiff CF24 0TP Tel: 0300 065 300 Email: complaintsandcommendations@cyfoethnaturiolcymru.gov.uk</p>	<p>Contact them about matters relating to the environment and natural resources as set out in the Natural Resources Body for Wales (Establishment) Order 2012.</p>
<p>The Scottish Environment Protection Agency</p> <p>Clerk to the Board Scottish Environment Protection Agency Strahallan House Castle Business Park Stirling FK9 4TZ Tel: 0178 6457 700 Email: whistleblowing@sepa.org.uk Website: www.sepa.org.uk</p>	<p>Contact them about acts and omissions which have an actual or potential effect on the environment or the management or regulation of the environment. This includes those relating to flood warning systems and systems and pollution in Scotland.</p>

Equalities and Human Rights	
<p>Equality and Human Rights Commission</p> <p>Equality and Human Rights Commission Correspondence Unit (Whistleblowing) Fleetbank House 2-6 Salisbury Square London EC4Y 8JX Tel: 0161 829 8100 Email: whistleblowing@equalityhumanrights.com Website: www.equalityhumanrights.com/whistleblowing</p>	<p>Contact them about compliance with the requirements of legislation relating to equality and human rights.</p>
Food Standards	
<p>The Food Standards Agency (FSA)</p> <p>Food Standards Agency Floors 6 and 7 Clive House 70 Petty France London SW1H 9EX Tel: 020 7276 8829 Email: foodcrime@food.gov.uk Website: www.food.gov.uk</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • matters which may present a risk to health of any member of the public in connection with the production, supply or consumption of food • the protection of consumer interests in relation to food in England, Wales, or Northern Ireland.
<p>Food Standards Scotland</p> <p>Food Standards Scotland 4th Floor Pilgrim House Aberdeen AB11 5RL Tel: 01224 285100 Website: www.foodstandards.gov.scot</p>	<p>Contact them about matters which affect the health and safety of consumers and the authenticity of food production in Scotland.</p> <p>You can report any suspicions or knowledge of food crime to the free and confidential Scottish Food Crime Hotline, in partnership with Crimestoppers – 0800 028 7926 or online or in confidence contact the Scottish Food Crime and Incidents Unit directly at foodcrime@fss.scot.</p>

<p>Your local authority</p> <ul style="list-style-type: none"> • 	<p>Contact them about compliance with the requirements of food safety legislation. https://www.gov.uk/find-your-local-council.</p>
Health and Safety	
<p>The Health and Safety Executive</p> <p>Health and Safety Executive Tel: 0300 003 1647 Online form: http://www.hse.gov.uk/contact/raising-your-concern.htm</p>	<p>Contact them about:</p> <ul style="list-style-type: none"> • the industries and work activities for which the Health and Safety Executive is the enforcing authority under the Health and Safety (Enforcing Authority) Regulations 1998 • 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.
<p>Office for Nuclear Regulation</p> <p>Office for Nuclear Regulation Building 4 Redgrave Court Merton Road Bootle L20 7HS Email: contact@ONR.gov.uk</p>	<p>Contact them about matters which may affect the health and safety of individuals on a:</p> <ul style="list-style-type: none"> • nuclear site • an authorised defence site • a new nuclear build site <p>They are also interested in 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.</p>
<p>Office of Road and Rail</p> <p>Office of Road and Rail One Kemble Street London WC2B 4AN Tel: 020 7282 2000 Fax: 020 7282 2040 Website: www.orr.gov.uk</p>	<p>Contact them about:</p> <ul style="list-style-type: none"> • the provision and supply of railway services • any other activities in relation to the Office of Rail and Road functions.
<p>Your local authority</p> <p>https://www.gov.uk/find-your-local-council</p>	<p>Contact them about:</p> <ul style="list-style-type: none"> • matters which may affect the health or safety of any individual at work • 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.

Healthcare	
<p>Care Quality Commission</p> <p>CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 www.cqc.org.uk</p> <p>Healthwatch England</p> <p>151 Buckingham Palace Road London SW1W 9SZ</p> <p>Tel: 03000 683 000 (Monday to Friday, 8.30 a.m. to 5.30 p.m.) Email: enquiries@healthwatch.co.uk Website: www.healthwatch.co.uk</p> <p>1Healthwatch 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</p>	<p>Contact them about matters relating to the provision of health and social care.</p>
<p>National Guardian's Office</p> <p>National Guardian's Office 151 Buckingham Palace Road London SW1W 9SZ</p> <p>Tel: 0300 067 9000 (Monday to Friday, 8.30a.m. to 5.30 p.m.) Email: enquiries@nationalguardianoffice.org.uk Website: www.nationalguardian.org.uk</p>	<p>Contact them about matters concerning the freedom to speak up arrangements and cultures in the NHS in England, including where cases of issues raised by workers may not have been handled in accordance with good practice.</p>

<p>General Chiropractic Council</p> <p>General Chiropractic Council Park House 186 Kennington Park Road London SE11 4BT Tel: 020 7713 5155 Fax: 020 7713 5844 Email: regulation@gcc-uk.org Online complaint form: www.gcc-uk.org/concerns/online-complaint-form/</p>	<p>Contact them about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Chiropractic Council.</p>
<p>General Dental Council</p> <p>Legal and Governance General Dental Council 37 Wimpole Street London W1G 8DQ Tel: 020 7167 6000 Email: corporatelegalenquiry@gdc-uk.org Online enquiry/complaint form: contactus.gdc-uk.org Website: www.gdc-uk.org</p>	<p>Contact them about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Dental Council or any other activity.</p>
<p>General Medical Council</p> <p>General Medical Council Fitness to Practise Directorate 3 Hardman Street Manchester M3 3AW Tel: 0161 923 6399 Online complaints form: www.gmc-uk.org</p>	<p>Contact them about matters relating to:</p> <ul style="list-style-type: none"> • the registration and fitness to practise of a member of a profession regulated by the General Medical Council • any activities not covered by (1) in relation to which the Council has functions.

<p>General Optical Council</p> <p>Fitness to Practice General Optical Council 10 Old Bailey London EC4M 7NG. Tel: 020 7580 3898 Email: concerns@optical.org Website: https://www.optical.org/en/Investigating_complaints/raising-concerns.cfm</p>	<p>Contact them about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Optical Council.</p>
<p>General Osteopathic Council</p> <p>Osteopathy House 176 Tower Bridge Road London SE1 3LU Tel:020 7357 6655 Fax: 020 7357 0011 Email: regulation@osteopathy.org.uk</p>	<p>Contact them about matters relating to the registration and fitness to practise of a member of a profession regulated by the General Osteopathic Council.</p>
<p>General Pharmaceutical Council</p> <p>Concerns General Pharmaceutical Council 25 Canada Square London E14 5LQ Tel: 020 3713 8000 Email: concerns@pharmacyregulation.org Website: www.pharmacyregulation.org/raising-concerns</p>	<p>Contact them about matters relating to:</p> <ul style="list-style-type: none"> the registration and fitness to practise of a member of a profession regulated by the council regulated activities at or from pharmacy premises registered by the council any other activities in relation to which the council has functions.

<p>Healthcare Improvement Scotland</p> <p>Senior Reviewer (Responding to Concerns) Quality Assurance Directorate Healthcare Improvement Scotland Gyle Square 1 South Gyle Crescent Edinburgh EH12 9EB Tel: 0131 623 4300 Email: hcis.respondingtoconcerns@nhs.net Website: www.healthcareimprovementscotland.org</p>	<p>Contact them about matters relating to the safety or quality of health care in Scotland.</p>
<p>Health and Care Professions Council</p> <p>Health and Care Professions Council Park House 184 – 186 Kennington Park Road London SE11 8BU Tel: 0845 300 6184 Website: www.hpc-uk.org</p>	<p>Contact them about matters relating to the registration and fitness to practise of a member of a profession regulated by the Health and Care Professions Council, or any other activities in relation to which the Council has functions.</p>
<p>Health Education England</p> <p>Health Education England 1st Floor Blenheim House Duncombe Street Leeds LS1 4PL Website: https://hee.nhs.uk/</p>	<p>Contact them 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.</p>

<p>Monitor (also known as NHS Improvement)</p> <p>NHS Improvement Skipton House 80 London Road London SE1 6LH Email: england.whistleblowing@nhs.net Website: www.improvement.nhs.uk</p>	<p>Contact them about the regulation and performance of NHS foundation trusts and any other activities in relation to which Monitor exercises its functions.</p>
<p>National Health Service Commissioning Board (also known as NHS England)</p> <p>NHS England Skipton House 80 London Road London SE1 6LH Tel: 0300 311 22 33 Email: england.whistleblowing@nhs.net</p>	<p>Contact them about matters relating to the delivery of primary medical, dental, ophthalmic and pharmaceutical services in England.</p>
<p>NHS Counter Fraud Authority</p> <p>NHS Counter Fraud Authority Skipton House 80 London Road London, SE1 6LH Ffôn: 0800 028 4060 Website: https://cfa.nhs.uk/</p>	<p>Contact them about matters relating to fraud, bribery, corruption or other unlawful activity in relation to the health service in England and Wales.</p>
<p>NHS Trust Development Authority (also known as NHS Improvement)</p> <p>NHS Improvement Skipton House 80 London Road London SE1 6LH Tel: 020 3747 0900 Email: england.whistleblowing@nhs.net Website: www.improvement.nhs.uk</p>	<p>Contact them about the performance of English NHS trusts, including clinical quality, governance and management of risk.</p>

<p>Nursing and Midwifery Council</p> <p>Nursing and Midwifery Council 23 Portland Place London W1B 1PZ Tel: 020 7637 7181 Email: whistleblowing@nmc-uk.org http://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/whistleblowing</p>	<p>Contact them about matters relating to the registration and fitness to practise of a registered nurse or midwife in the UK and a nursing associate in England and any other activities in relation to which the Council has functions.</p>
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<p>The Secretary of State for Health and Social Care</p> <p>Public Health England Public Information Access Office Wellington House 133-135 Waterloo Road London SE1 8UG Website: www.gov.uk/phe</p> <p>The Secretary of State for Health and Social Care Ministerial Correspondence and Public Enquires Unit Department of Health and Social Care 39 Victoria Street London SW1H 0EU Website: www.gov.uk/dh Tel: 0300 062 8163 Fax: 0300 062 8387 Email: hiw@wales.gsi.gov.uk Website: www.hiw.org.uk</p> <p>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.</p>	<p>Contact them about matters relating to the provision of public health services.</p>
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<p>Health Inspectorate Wales Healthcare Inspectorate Wales Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ Tel: 0300 062 8163 Fax: 0300 062 8387 Email: hiw@gov.wales Website: www.hiw.org.uk</p>	<p>Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of health care services in Wales. Contact them with any concerns about matters relating to:</p> <ul style="list-style-type: none"> • the provision of health care by and for Welsh NHS bodies as defined under the Health and Social Care (Community Health and Standards) Act 2003 • services regulated under Part 2 of the Care Standards Act 2000 by establishments and agencies for which the Welsh Ministers are the registration authority • private dental practices prescribed in regulation 3 of the Care Standards Act 2000 • the use and application of the Mental Health Act 1983.
Housing	
<p>Registers of Scotland Accountable Officer Registers of Scotland Meadowbank House 153 London Road Edinburgh EH7 8AU Tel: 0131 659 6111 Email: rossecretariat@ros.gov.uk</p>	<p>Contact them about matters relating to the registration of land or property in Scotland.</p>

<p>Regulator of Social Housing</p> <p>Regulator of Social Housing Referrals and Regulatory Enquiries team 1st floor – Lateral 8 City Walk Leeds LS11 9AT Tel: 0300 124 5225 Email: enquiries@rsh.gov.uk Web: www.gov.uk/government/organisations/regulator-of-social-housing</p>	<p>Contact them about matters relating to the regulation of registered providers of social housing in accordance with Part 2 of the Housing and Regeneration Act 2008.</p>
<p>Scottish Housing Regulator</p> <p>Scottish Housing Regulator Buchanan House 58 Port Dundas Road Glasgow G4 0HF Email: shr@shr.gov.scot</p>	<p>Contact them about</p> <ul style="list-style-type: none"> • social landlords' performance of housing activities. • the registration of registered social landlords, their financial well-being and standards of governance.
<p>Welsh Ministers</p> <p>Housing Regulation Team Rhydycar Business Park Rhydycar Merthyr Tydfil CF48 1UZ Tel: 0300 062 8300 Email: HousingRegulation@gov.wales Website: www.gov.wales/housing</p>	<p>Contact them about the regulation of registered social landlords in Wales.</p>

Local authorities	
<p>England</p> <p>The Comptroller and Auditor General</p> <p>The Comptroller and Auditor General National Audit Office 157-197 Buckingham Palace Road London SW1W 9SP</p> <p>Tel: 020 7798 7999 Website: www.nao.org.uk/contact-us/whistleblowing-disclosures/</p>	<p>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.</p> <p>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 for the name of the auditor of the relevant local authority.</p> <p>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).</p> <p>Contact them about the proper conduct of public business, value for money, fraud and corruption in relation to the provision of public services.</p>

<p>Scotland</p> <p>Accounts Commission for Scotland</p> <p>The Secretary to the Accounts Commission Accounts Commission for Scotland 102 West Port Edinburgh EH3 9DN</p> <p>Tel: 0131 625 1500 Email: <correspondence@audit-scotland.gov.uk> Website: www.audit-scotland.gov.uk</p>	<p>For matters relating to local authorities in Scotland, please contact the Accounts Commission for Scotland.</p>
<p>Wales</p> <p>The Auditor General for Wales</p> <p>Contact them about the proper conduct of public business; value for money, fraud and corruption in public bodies in Wales.</p> <p>PIDA Officer The Auditor General for Wales 24 Cathedral Road Cardiff CF11 9LJ</p> <p>Tel: 029 20 320 522 Email: whistleblowing@audit.wales Website: www.wao.gov.uk/whistleblowing</p>	<p>With regard to local authorities in Wales, please contact the Auditor General for Wales.</p>
<p>Commissioners Nominated Under Section 15 (6) of the Local Government Act 1999</p>	<p>Contact them about matters relating to the exercise of specified functions of a best value authority as directed by the Secretary of State in relation only to the local authority they are intervening in.</p>

Pensions	
<p>The Pensions Regulator</p> <p>The Information Team Napier House Trafalgar Place Brighton BN1 4DW Tel: 0345 600 7060 Email: wb@tpr.gov.uk Website: www.thepensionsregulator.gov.uk</p>	<p>Contact them about matters relating to:</p> <ul style="list-style-type: none"> • the protection of members' benefits under work-based pension schemes • the administration and governance of such schemes (this includes matters relating to automatic enrolment under the Pensions Act 2008).
Police and Justice	
<p>Chief Executive of the Criminal Cases Review Commission</p> <p>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 Website: www.ccrcc.gov.uk</p>	<p>Contact them about actual or potential miscarriages of justice in England and Wales.</p>
<p>The Chief Executive of the Scottish Criminal Cases Review Commission</p> <p>Scottish Criminal Cases Review Commission 4th Floor, Portland House 17 Renfield Street Glasgow G2 5AH Tel: 0141 270 7030 Fax: 0141 270 7040 Email: info@sccrc.org.uk Website: www.sccrc.org.uk</p>	<p>Contact them about actual or potential miscarriages of justice in Scotland.</p>

<p>The Director of the Serious Fraud Office</p> <p>The Director of the Serious Fraud Office 2-4 Cockspur Street London SW1Y 5BS Tel: 020 7239 7272 https://www.sfo.gov.uk/publications/information-victims-witnesses-whistleblowers/ Online form: www.sfo.gov.uk/contact-us/reporting-serious-fraud-bribery-corruption/</p>	<p>Contact them about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.</p>
<p>The Independent Police Complaints Commission</p> <p>Independent Police Complaints Commission P O Box 473 Sale M33 0BW Tel: 08458 770 061 / 0300 020 0096 Email: reportline@policeconduct.gov.ukhttps://www.policeconduct.gov.uk/</p>	<p>Contact them about matters relating to the conduct of a person serving with:</p> <ul style="list-style-type: none"> • the police • the National Crime Agency • Commissioners and officers of Her Majesty’s Revenue and Customs • the parts of the Home Office that exercise law enforcement powers in relation to border and immigration functions • police and crime commissioners (including the Mayor for Greater Manchester) • the Mayor’s Office for Policing and Crime • the Gangmasters and Labour - Abuse Authority (persons acting as Labour Abuse Prevention Officers) • British Transport Police • Ministry of Defence Police • Civil Nuclear Constabulary.
<p>National Crime Agency</p> <p>National Crime Agency PO Box 58345 London NW1W 9JJ Tel. 0370 496 7622 Email: communication@nca.gov.uk</p>	<p>Contact them about matters relating to corrupt individuals or companies offering or receiving bribes to secure a benefit for themselves or others.</p>

Social care	
<p>Care Inspectorate (Social Care & Social Work Improvement Scotland)</p> <p>Care Inspectorate Compass House 11 Riverside Drive Dundee DD1 4NY Tel: 0345 600 9527 Email: enquiries@careinspectorate.com</p>	<p>Contact them about matters relating to the provision of care services in Scotland.</p>
<p>Care Quality Commission</p> <p>CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 0300 061 6161 Website: www.cqc.org.uk</p>	<p>Contact them about the provision of adult social care services in England.</p>
<p>Health and Care Professions Council</p> <p>Health and Care Professions Council Park House 184-186 Kennington Park Road London SE11 8BU Tel: 0845 300 6184 Website: www.hpc-uk.org</p>	<p>Contact them about matters relating to the registration and fitness to practise of health and care professional.</p>

<p>Healthcare Improvement Scotland</p> <p>Senior Reviewer (Responding to Concerns) Quality Assurance Directorate Healthcare Improvement Scotland Gyle Square 1 South Gyle Crescent Edinburgh EH12 9EB Tel: 0131 623 4300 Email: hcis.respondingtoconcerns@nhs.net Website: www.healthcareimprovementscotland.org</p>	<p>Contact them about matters relating to the safety or quality of health care in Scotland.</p>
<p>Her Majesty's Chief Inspector of Education, Children's Services and Skills ("the Chief Inspector")</p> <p>Ofsted Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 3155 Email: whistleblowing@ofsted.gov.uk</p>	<p>Contact them about matters relating to regulation and inspection of children's social care.</p>
<p>Older People's Commissioner</p> <p>Older People's Commissioner for Wales Cambrian Buildings Mount Stuart Square Butetown Cardiff CF10 5FL Tel: 029 20 445030 Email: ask@olderpeoplewales.com Website: www.olderpeoplewales.com</p>	<p>Contact them about matters relating to the rights and wellbeing of older people in Wales.</p>

<p>Scottish Social Services Council</p> <p>Scottish Social Services Council Compass House 11 Riverside Drive Dundee DD1 4NY Tel: 0345 60 30 891 Email: ftp@sssc.uk.com Website: www.sssc.uk.com</p>	<p>Contact them about matters relating to the registration of the social services workforce in Scotland.</p>
<p>Social Care Wales</p> <p>Care Council for Wales South Gate House Wood Street Cardiff CF10 1EW Tel: 0300 303 3444 Email: ftp@socialcare.wales Website: www.socialcare.wales</p>	<p>Contact them about matters relating to the registration of social care workers in Wales.</p>
<p>Welsh Ministers</p> <p>Care Inspectorate Wales Welsh Government Office Sarn Mynach Llandudno Junction LL31 9RZ Tel: 0300 7900 126 Email: ciw@gov.wales Website: careinspectorate.wales</p>	<p>Contact them about matters relating to the provision of social care services and to the inspection of Welsh local authority social services.</p>

Tax	
<p>Commissioners for Her Majesty's Revenue & Customs (HMRC)</p> <p>HMRC Fraud Hotline Cardiff CF14 5ZN Tel: 0800 788 887 Website: https://www.gov.uk/government/organisations/hm-revenue-customs/contact/reporting-tax-evasion</p>	<p>Contact them about:</p> <ul style="list-style-type: none"> • the administration of UK taxes • the administration of national insurance and tax credits systems • customs and border-related functions • criminal investigations.
<p>Revenue Scotland</p> <p>Revenue Scotland Victoria Quay Edinburgh, EH6 6QQ Email: info@revenue.scot Website: www.revenue.scot</p>	<p>Contact them about the administration of the devolved taxes in Scotland, (Land and Buildings Transaction Tax, and Scottish Landfill Tax).</p>
<p>The Welsh Revenue Authority</p> <p>Welsh Revenue Authority QED Centre Main Avenue Treforest Industrial Estate Pontyprid CF37 5YR</p>	<p>Contact them about matters relating to devolved taxes (Land Transaction Tax and Landfill Disposal Tax).</p>

Trade Unions	
<p>The Certification Officer</p> <p>Certification Officer Fleetbank House 2-6 Salisbury Square London EC4Y 8JX Tel: 0330 109 3602 Email: info@certoffice.org Website: www.gov.uk/certificationofficer</p>	<p>Contact them about fraud and other irregularities, relating to the financial affairs of trade unions and employers' associations.</p>
Transport	
<p>Civil Aviation Authority</p> <p>Civil Aviation Authority Aviation House Gatwick Airport South West Sussex RH6 0YR Tel: 0330 138 2847 Website: www.caa.co.uk</p>	<p>Contact them about compliance with the requirements of civil aviation legislation, including aviation safety and aviation security.</p>
<p>Office of Rail and Road</p> <p>Office of Rail and Road 25 Cabot Square London E14 4QZ Tel: 020 7282 2175 Email: boardsecretariat@orr.gov.uk Website: www.orr.gov.uk</p>	<p>Contact them about: the provision and supply of railway services any other activities in relation to the Office of Rail and Road functions.</p>

<p>The Secretary of State for Transport</p> <p>Permanent Secretary Department for Transport Great Minster House 33 Horseferry Road London SW1P 2NS Tel: 0300 330 3000</p>	<p>Contact them about matters relating to:</p> <ul style="list-style-type: none"> • compliance with the requirements of merchant shipping law, including maritime safety • motoring services with respect to driver and vehicle standards, and the testing and certification of vehicles, their systems and components • road, rail and maritime transport security.
Utilities	
<p>The Gas and Electricity Markets Authority (Known as Ofgem)</p> <p>Whistleblowing Desk Consumer Affairs 10 South Colonnade Canary Wharf London E14 4PU Tel: 020 7901 7121 Email: whistle@ofgem.gov.uk Website: www.ofgem.gov.uk</p>	<p>Contact them about:</p> <ul style="list-style-type: none"> • the generation, transmission, distribution and supply of electricity • the transportation, shipping and supply of gas through pipes • smart meter communication service and ancillary activities • the renewable generation of heat.
<p>Water Services Regulation Authority (known as Ofwat)</p> <p>Case Management Office Ofwat Centre City Tower 7 Hill Street Birmingham B5 4UA Tel: 0121 644 7725 Email: casemanagementoffice@ofwat.gsi.gov.uk Website: www.ofwat.gov.uk</p>	<p>Contact them about the supply of water and the provision of sewerage services.</p>

The Water Industry Commission for Scotland

Water Industry Commissioner for Scotland
First Floor Moray House
Forthside Way
Stirling
FK8 1QZ
Tel: 01786 430200
Email: enquiries@watercommission.co.uk
Website; www.watercommission.co.uk

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