

 theguardianservice.co.uk

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**The Guardian
Service**
Here to listen



What to expect from The Guardian Service

**To contact the NHS North East London Freedom to Speak Up
Guardian please call or email:**

T 0333 733 6551

E contact@theguardianservice.co.uk

What we do:

- We provide an **additional way** for staff who are employed or engaged to speak up with concerns, issues and suggestions
 - We always **ask permission** before recording information or taking action
 - We have **clear escalation processes** for any issues to protect patients and for staff who are employed or engaged
 - We offer **24/7 independent, strictly confidential** and non-judgemental support
 - We **support individuals** to decide on their choice of resolution, including informal and formal routes, facilitated meetings and confidential escalation
 - We respect your **privacy and confidentiality**
 - We hold **meetings virtually or in person** on or off-site, or by phone or email
 - We support an open and honest culture **in your trust**
 - We can **facilitate meetings** as long as all parties agree to it
 - We have **dedicated and diverse** Guardians with the experience to support you
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What we do not do:

- We do not provide **legal advice**
- We do not provide **mediation**
- We do not provide **counselling**
- We do not provide **psychological advice**
- We do not **tell you what to do**
- We do not **undertake investigations**
- If you are already involved in a formal process with your organisation we cannot **provide legal advice or advocate for you**, but we can provide support with concerns