

Human Givens Institute (HGI) - Duty of Candour

The HGI is committed to the principles of openness and honesty and its registrants are expected to uphold these requirements.

HGI registrants must be open and honest when something goes wrong, or has the potential to cause, harm or distress. This means that the registrant must:

- tell the person (or, where appropriate, their advocate, carer or family) when something has gone wrong
- apologise to the person (or, where appropriate, their advocate, carer or family)
- offer an appropriate remedy or support to put matters right (if possible)
- explain fully to the person (or, where appropriate, their advocate, carer or family) the short and long-term effects of what has happened.

Registrants must be open and honest with their colleagues and take part in reviews and investigations when requested, raising concerns where appropriate. Registrants must not stop someone from raising concerns.

Measures to Support Our Duty of Candour	What we are doing
Registrants must be open and honest with their colleagues and relevant organisations, and take part in reviews and investigations when requested	Registrants are encouraged to be a member of a peer group. Peer groups are founded on the principles of openness and honesty and registrants are encouraged to use these fora as a place for learning and developing. In formal cases, the HGI has a formal complaints process in place, which sets out the sanctions for failing to support any complaints investigation.
Registrants must be open and honest, raising concerns where appropriate	The HGI has a Reporting of Wrongdoing policy in place and registrants are encouraged to use this, and their peer groups, to raise any concerns.

<p>They must support and encourage each other to be open and honest, and not stop someone from raising concerns</p>	<p>Registrants have been informed of this policy and their duty in not stopping anyone from raising concerns. The complaints process and Reporting of Wrongdoing policy are in place in support of this aim.</p>
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