

Inclusive Whistleblowing Channel Checklist: 24/7 Coverage, Accessibility and Language

Editable working document for assessing whether your reporting channel is truly inclusive.

Use this checklist to review the design, accessibility and governance of your whistleblowing channel. It is designed as a practical assessment template for HR, CSR, ESG, compliance, legal, privacy and operational stakeholders.

Recommended format	Word checklist template
Suggested use	Internal review, implementation planning or gap assessment
Suggested CTA	Download the practical checklist and assess whether your whistleblowing channel is truly inclusive.

How to use this checklist

- Review each item with the relevant stakeholders.
- Select Yes, Partly, No or N/A in the Status column.
- Use the Evidence / actions column to record proof, gaps or next steps.
- Turn the final action plan into a 30-60-90 day improvement roadmap.

1. Organisational context

Use this section to confirm whether the channel design matches the organisation's actual reporting environment, stakeholder profile and risk landscape.

#	Assessment item	What good looks like	Status	Evidence / actions
1	The purpose and scope of the whistleblowing channel are clearly documented.	There is a short written statement defining what the channel covers, who can use it and what types of concerns belong in it.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	The organisation has identified all relevant user groups.	Employees, managers, shift workers, remote staff, suppliers, contractors, trainees and other eligible third parties are mapped.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	High-risk contexts have been considered in the design.	The design reflects factors such as shift work, remote locations, operational sites, temporary labour, power imbalance or sensitive business units.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	The channel ownership and governance model are defined.	The organisation knows who owns intake, triage, follow-up, escalation,	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

		privacy review and oversight.		
5	The channel is aligned with internal policies and speak-up expectations.	Relevant policies, code of conduct, anti-retaliation and escalation expectations are consistent with the channel.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

2. Channel audiences and user groups

An inclusive channel is designed around the people who need to use it, not only around the organisation's internal view of the process.

#	Assessment item	What good looks like	Status	Evidence / actions
1	The channel is available to all intended reporting audiences.	Access is intentionally defined for internal and external users who are allowed to report.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	Audience-specific barriers have been identified.	The organisation has considered literacy, digital confidence, work conditions, time pressure and fear of retaliation.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	Mobile-first access has been considered for non-desk workers.	The reporting experience works well on mobile devices and does not assume a desktop environment.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	The channel communication is tailored to different user groups.	Awareness messages and guidance are adapted for different audiences, locations or worker profiles.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
5	Anonymous and confidential reporting expectations are explained appropriately.	Users are told clearly what is possible, what is protected and how the process works.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

3. Language coverage

Language support should reflect workforce reality and reduce friction for people reporting sensitive issues.

#	Assessment item	What good looks like	Status	Evidence / actions
1	Available channel languages reflect the organisation's operating reality.	The chosen languages are based on workforce profile, operating countries and relevant third parties.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	Plain language is used throughout the intake journey.	Instructions, field labels and confirmation messages are understandable and free of unnecessary legal jargon.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	The organisation has a defined approach for reports received in additional languages.	There is a documented triage method for handling reports that arrive in languages not formally listed.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	Translation support is controlled and quality-checked.	Sensitive reports are not handled through unreviewed machine output	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

		alone where context could be lost.		
5	Follow-up communication can be sustained in the reporter's language where reasonably possible.	The organisation can continue case dialogue in a language the reporter understands, or explain the limits transparently.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

4. Accessibility and usability

Accessibility should be built into the channel from the start so that reporting is possible for people with different needs and abilities.

#	Assessment item	What good looks like	Status	Evidence / actions
1	The channel can be used with keyboard navigation.	Users can move through the form and key actions without depending on a mouse.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	The channel is compatible with screen readers.	Labels, controls and structure are read in a sensible order with appropriate semantics.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	Visual presentation supports readability.	Contrast, font size, spacing and field clarity are adequate for practical use.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	The channel works effectively on mobile and low-friction environments.	The form is responsive, stable and usable on smaller screens and variable connectivity.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
5	The intake form asks only for necessary information.	The first submission stage is not overloaded with complex or unnecessary fields.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
6	Guidance is available in a format that is easy to understand.	Users can quickly see what to report, how confidentiality works and what happens next.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

5. Privacy and governance

A channel is only trustworthy when privacy, access control and process governance are managed properly.

#	Assessment item	What good looks like	Status	Evidence / actions
1	Personal data collection is limited to what is necessary.	The design follows data minimisation and does not request excessive information by default.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	Access to reports is restricted by role.	Only authorised individuals can see case information, based on defined responsibilities.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	Intake, triage and investigation responsibilities are separated where appropriate.	The process reduces conflicts of interest and protects confidentiality.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	Retention rules and deletion criteria	The organisation has clear rules for	<input type="checkbox"/> Yes <input type="checkbox"/> Partly	_____

	are documented.	keeping, reviewing and deleting case information.	<input type="checkbox"/> No <input type="checkbox"/> N/A	
5	Privacy information for users is clear and available.	Users are told how their data will be handled, who may access it and which protections apply.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

6. SLA and follow-up

The user experience after submission is central to trust. People need to know the report was received and what happens next.

#	Assessment item	What good looks like	Status	Evidence / actions
1	The channel provides a clear submission confirmation.	Users receive an immediate acknowledgement or an equivalent secure confirmation.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	A secure case reference or follow-up mechanism is available.	The reporter can return to the case or communicate safely without exposing identity unnecessarily.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	Response and triage service levels are defined.	Internal deadlines exist for acknowledgement, review, allocation and next-step decisions.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	Escalation paths are documented for sensitive or urgent cases.	Critical reports can be routed quickly and safely when risk, seniority or conflict requires it.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
5	Case communications are respectful, plain and proportionate.	Updates avoid jargon, avoid over-promising and maintain appropriate confidentiality.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

7. KPIs and continuous improvement

Inclusive design should be measured. Good intentions alone do not show whether the channel is truly working for users.

#	Assessment item	What good looks like	Status	Evidence / actions
1	The organisation tracks reporting volumes by channel and user pattern.	Basic reporting data helps identify whether the channel is being used and by whom.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
2	The organisation tracks language usage and related friction.	It is possible to see which languages are used and where barriers may still exist.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
3	The organisation monitors time to acknowledgement, triage and closure.	Service levels are measurable and reviewed for consistency.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
4	Form abandonment or usability problems are reviewed where possible.	The organisation looks for signs that users start but do not complete reporting.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____

5	Accessibility feedback and channel improvements are documented.	Enhancements are tracked as part of a continuous improvement cycle.	<input type="checkbox"/> Yes <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> N/A	_____
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8. Assessment summary

Use the boxes below to capture the main outcome of this review.

Overall maturity assessment	_____
Strongest areas	_____
Highest-priority gaps	_____
Recommended next step	_____

9. 30-60-90 day action plan

Translate the main findings into a practical implementation or improvement plan.

Timeframe	Priority action	Owner	Target date	Status / comments
Days 1–30				
Days 31–60				
Days 61–90				

Prepared as a practical template for iBlow.eu content workflows. Adapt to your organisation’s legal, operational and sector context.