

Policy name: Whistleblowing and Confidential Reporting

This policy was created to:

Help staff, volunteers, and customers feel safe and supported when reporting serious concerns about wrongdoing, such as fraud, abuse, or unsafe practices. It aims to create a culture where people speak up without fear.

What this policy covers

This policy explains how you can report serious issues (sometimes called "whistleblowing") confidentially. It outlines:

- What types of concerns you should report
- Who to talk to
- How your concern will be handled
- What protection you will get

Our goals

- Encourage everyone to report serious concerns early
- Make sure all reports are taken seriously and looked into
- Protect anyone who reports in good faith from unfair treatment or punishment
- Make it clear how and where to raise concerns

Key terms

- **Whistleblowing:** Telling someone in authority about serious wrongdoing, like fraud, abuse, or safety risks.
- **Confidential:** Your identity and the concern you raise will be kept private as much as possible.
- **Good faith:** Reporting a concern honestly, even if it turns out to be wrong.

Our approach

- We welcome concerns and treat them seriously
- We protect your identity and aim to keep everything confidential
- We take action where necessary, including investigations
- We make sure no one is treated badly for speaking up

Legal compliance

This policy follows the Public Interest Disclosure Act 1998. You are legally protected when you raise genuine concerns about wrongdoing in the workplace.

Performance monitoring

We regularly review this policy to:

- Ensure it's working well
- Track how many concerns are raised
- Improve how we respond and support people who speak up

Data protection

All personal data shared as part of a report will be handled in line with our Data Protection Policy and GDPR. We keep it safe, secure, and only use it to handle your concern properly.

Date of Policy: June 2025