

## Pippa's Guardians Whistleblowing Policy

### Overview

Pippa's Guardians is committed to the highest standards of openness and accountability. An important aspect of accountability and transparency is a procedure to enable staff and other members of Pippa's Guardians to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. However, where an individual discovers information which they believe shows serious malpractice or wrongdoing within Pippa's Guardians then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of Senior Management. (although in relatively minor instances the Regional Managers would be the appropriate person to be told in the first instance).

### Regional Managers can be contacted on:

Vicky Dickinson - Northern Team	07843 366509 or vicky@pippasguardians.co.uk
Sally Tyler Short – Southern Team	07843 366018 or sally@pippasguardians.co.uk

### Procedures for Making a Disclosure

On receipt of a complaint of malpractice or wrongdoing, the member of staff who receives and takes note of the complaint or the complainant themselves, must pass the information as soon as is reasonably possible, to the designated investigating officer. The designated investigating officer is Managing Director, Ben Hughes. Ben can be contacted on 07714 034749 or on [ben@pippasguardians.co.uk](mailto:ben@pippasguardians.co.uk)

Complaints of malpractice will be investigated by Ben Hughes unless the complaint is against the Director or is in any way related to the actions of the Director.

If the complaint is against the Director or is in any way related to the actions of the Director, then these concerns should be raised to Imogen Trevethan on 01684 252757 or [imogen@pippasguardians.co.uk](mailto:imogen@pippasguardians.co.uk)

The NSPCC Whistleblowing Helpline is available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call 0800 028 0285 and the line is available from 8.00am to 8.00pm, Monday to Friday or staff can send an email to [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## What the investigating officer will do

The investigating officer will review the concern and decide if any action is needed. The staff member concerned may be asked for further information and must say straight away if they do not wish anyone else to know it was them who raised the concern. The investigating officer can keep the staff member concerned informed about the action they've taken, but they cannot give specific detail if they must keep the confidence of other people.

## Making a claim anonymously or confidentially

A staff member can report a concern anonymously, but the investigating officer may not be able to take the claim further if not all the information they need has been provided.

A staff member can give their name, but request confidentiality and the investigating officer will make every effort to protect their identity.

If you report your concern to the media, in most cases you may lose your whistleblowing legal rights.

## Timescales

Due to the varied nature of these sorts of complaints, which may involve internal investigators and/or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer will ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer, will as soon as is practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer will keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded. All responses to the complainant will be in writing and sent to the home address.

## If a staff member is not satisfied with how the investigating officer dealt with the concern

The staff member concerned can tell someone else in the company or a statutory or governing body if it is believed the concern was not taken seriously or the wrongdoing is still ongoing.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, Pippa's Guardians recognises the lawful rights of employees and ex-employees to make disclosures to bodies such as the Health and Safety Executive, Protect or, where justified, elsewhere.

**Protect (the Whistleblowing charity)** 0203 117 2520 or [www.protect-advice.org.uk](http://www.protect-advice.org.uk)

**Health and Safety Executive** 0300 003 1647. Lines are open Mon to Fri - 8.30am to 5pm

Policy Version Number	V4
Policy Date:	12 <sup>th</sup> May 2023
Policy Review Date:	12 <sup>th</sup> May 2024
Responsibility for Policy Review	Ben Hughes/Imogen Trevethan