



Krissy & Friends Foundation: WHISTLE BLOWING POLICY

Registration Number: 1164369

This policy applies to all Trustees, Volunteers and Service Users of Krissy & Friends Foundation.

Introduction

Trustees and volunteers are often the first to realise that there may be something seriously wrong within Krissy & Friends Foundation. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the organisation. They may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

Krissy & Friends Foundation is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect Trustees, volunteers and others that we deal with, who have serious concerns about any aspect of the charity's work to come forward and voice those concerns. It is recognized that most cases will have to proceed on a confidential basis.

This policy document makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. This whistle-blowing policy is intended to encourage and enable Trustees, volunteers and others to raise serious concerns within the charity rather than overlooking a problems or airing their complaints outside the charity.

This policy is in addition to Krissy & Friends complaints policy. Trustees are responsible for making volunteers, service users and others aware of the existence of this policy.

Aims and Scope

This policy is designed to enable Trustees, volunteers and others of Krissy & Friends Foundation to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest. These concerns include:

- a) Financial malpractice, impropriety or fraud.
- b) Failure to comply with a legal obligation or statutes.
- c) Dangers to Health & Safety or the environment.
- d) Conduct which is a breach of the law.
- e) Improper behavior or unethical behavior.
- f) Attempts to conceal any of these.

This policy aims to:

- 1) Encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice.
- 2) Provide avenues for you to raise those concerns and receive feedback on any action taken.
- 3) Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- 4) Reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made any disclosure in good faith.



Safeguards

This policy is designed to offer protection to those Trustees, volunteers and others of Krissy & Friends Foundation who disclose such concerns provided the disclosure is made:

- In good faith
- In the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure.

Krissy & Friends Foundation is committed to good practice and high standards and wants to be supportive of Trustees, volunteers and others.

Krissy & Friends Foundation recognises that the decision to report a concern can be a difficult one to make. If what is reported is true, Trustees, volunteers and others should have nothing to fear because they will be doing a duty to the organisation and those for whom they are providing a service to.

Krissy & Friends Foundation will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect Trustees, volunteers and others when they raise a concern in good faith.

Confidentiality

Krissy & Friends Foundation will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of Krissy & Friends Foundation.

In exercising this discretion, the factors to be taken into account will include:

- 1) The seriousness of the issues raised.
- 2) The credibility of the concern.
- 3) The likelihood of confirming the allegation from attributable sources.

Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes a frivolous, malicious or vexatious allegation, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

How to raise a concern / timescales

Concerns should be directed to the Chairperson of Krissy & Friends Foundation. Complaints about the Chairperson should be directed to the Secretary of Krissy & Friends Foundation.

Concerns may be raised verbally or in writing. Those who wish to make a written report should mention the following:

- 1) Background history of the concern (giving relevant dates)
- 2) The reason for the concern



Trustees, volunteers and others should report the concern at the earliest opportunity so that action can be taken.

Although Trustees, volunteers and others are not expected to prove beyond doubt the truth of an allegation, they will need to demonstrate to the person contacted that there are reasonable grounds for concern.

Investigating procedure

The investigating officer should follow these steps:

- 1) Full details and clarification of the complaint should be obtained.
- 2) In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.
- 3) Within 5 business days, acknowledgement to the complainant that the complaint has been received; indicate how it is proposed to deal with the matter and inform them whether further investigations will take place and if not, why not.
- 4) Inform the person against whom the complaint is made as soon as is practically possible. The person who is under investigation is to be informed of their right to be accompanied by someone of their choosing or other representative at any future interview or hearing held under the provision of these procedures.
- 5) If there is evidence of criminal activity then the investigating person should inform the police. Krissy & Friends Foundation will ensure that any internal investigation does not hinder a formal police investigation.
- 6) Consider the involvement of the Police at this stage.
- 7) The allegations should be fully investigated by the investigating person with the assistance where appropriate, of other individuals / bodies.
- 8) A judgement concerning the complaint and validity of the complaint will be made by the investigating person. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement.
- 9) The Chairperson or Secretary, as appropriate, will decide what action to take.
- 10) The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- 11) If the complainant is not satisfied that their concern is not properly dealt with by the investigating person, they have the right to raise it in confidence with a member of the board of Trustees.
- 12) If the investigation finds the allegations unsubstantial and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, Krissy & Friends Foundation recognises the lawful rights of the complainant to make disclosures to prescribed persons (such as the Health and Safety Executive, the Audit Commission, or the utility regulators), or, where justified, elsewhere.
- 13) All investigations are to be stored as per Krissy & Friends Foundations Data Protection Policy.

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 person should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating person, should as soon as 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 person should 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 should be in writing and sent to their home address.

Responsible Officer

The Chairperson of Krissy & Friends Foundation has overall responsibility for the maintenance and operation of this policy, they will maintain a record of concerns raised and the outcome (but in a form which does not endanger confidentiality) and will report as necessary to the Board of Trustees of Krissy & Friends Foundation.