

# CIHT WHISTLEBLOWING POLICY

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## 1. POLICY STATEMENT

- 1.1 We are committed to conducting our business with honesty and integrity, and we expect all staff to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur.
- 1.2 The aims of this policy are to:
  - a) encourage staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected,
  - b) provide staff with guidance as to how to raise those concerns, and
  - c) reassure staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.
- 1.3 This policy does not form part of any employee’s contract of employment and it may be amended at any time. We may also vary elements, such as any time limits, as appropriate in any case.

## 2. WHO IS COVERED BY THIS POLICY?

- 2.1 This policy applies to all employees, directors and other officers, workers and agency workers, volunteers and interns
- 2.2 We also require in any contracts with self-employed consultants or contractors that they comply with this policy. We will ensure they are given access to a copy.
- 2.3 All individuals covered in sections 2.1 and 2.2 are referred to as ‘staff’ in this policy.

## 3. WHO IS RESPONSIBLE FOR THIS POLICY?

- 3.1 While we ask all managers to take responsibility for making sure this policy is complied with, its successful operation also depends on you. Please take the time to read and understand it and to go back to your manager with any questions you may have. References to Directors in this policy mean the most senior people within our organisation. The Directors have overall responsibility for reviewing the effectiveness of actions taken in response to concerns raised under this policy.

## **4. WHAT IS WHISTLEBLOWING?**

- 4.1 Whistleblowing is the disclosure of information that relates to suspected wrongdoing or dangers at work. This may include:
- a) criminal activity,
  - b) miscarriages of justice,
  - c) danger to health and safety,
  - d) damage to the environment,
  - e) failure to comply with any legal or professional obligation or regulatory requirements,
  - f) bribery,
  - g) facilitating tax evasion,
  - h) financial fraud or mismanagement,
  - i) negligence,
  - j) unauthorised disclosure or use of confidential information, or
  - k) the deliberate concealment of any of the above matters.
- 4.2 A whistleblower is a person who raises a genuine concern relating to any of the above. If you have any genuine concerns related to suspected wrongdoing or danger affecting any of our activities that you think could be a matter of public interest (a whistleblowing concern) you should report it under this policy.
- 4.3 This policy should not be used for complaints relating to your own personal circumstances that are unlikely to be in the public interest, such as the way you have been treated at work. In those cases, you should use the Grievance Procedure or Anti-harassment and Bullying Policy as appropriate.

## **5. RAISING A WHISTLEBLOWING CONCERN**

- 5.1 Individuals wishing to raise legitimate concerns regarding malpractice or acts of impropriety should discuss their concerns as soon as possible with their line manager or the Director of Corporate & Business Services. If the individual suspects that a Manager or Director is involved, they may raise their complaint with the Chief Executive. Complaints against the Chief Executive should be passed to the Chair of the Board of Trustees who will nominate an appropriate investigating officer.
- 5.2 Complainants have the right to bypass the line management structure and take their complaint directly to the Chair of the Board of Trustees. The Chair of the Board of Trustees has the right to refer the complaint back to management if he/she feels that the management without any conflict of interest can more appropriately investigate the complaint.
- 5.3 If there is evidence of criminal activity, then the investigating officer should inform the police. The Institution will ensure any internal investigation does not hinder a formal police investigation.
- 5.4 The CIHT procedure for conducting investigations is shown at Annex A.

## **6. CONFIDENTIALITY**

- 6.1 We hope that staff will feel able to voice whistleblowing concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

- 6.2 We do not encourage staff to make disclosures anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible. Whistleblowers who are concerned about possible reprisals if their identity is revealed should come forward to a Director and appropriate measures can then be taken to preserve confidentiality. If you are in any doubt, you can seek advice from **Protect**, the independent whistleblowing charity, who offer a confidential helpline. Their contact details can be found at the end of this policy.

## 7. EXTERNAL DISCLOSURES

- 7.1 The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.
- 7.2 The law recognises that in some circumstances it may be appropriate for you to report your concern to an external body such as a regulator. It will very rarely, if ever, be appropriate to alert the media. We strongly encourage you to seek advice before reporting a concern to anyone external. The independent whistleblowing charity, **Protect**, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are at the end of this policy.
- 7.3 Whistleblowing concerns usually relate to the conduct of our staff, but they may sometimes relate to the actions of a third party, such as a customer, supplier or service provider. In some circumstances, the law will protect you if you raise the matter with the third party directly. However, we encourage you to report such concerns internally first. You should contact your manager for guidance.

## 8. INVESTIGATION AND OUTCOME

- 8.1 Once you have raised a concern, we will carry out an initial assessment to determine the scope of any investigation. We will inform you of the outcome of our assessment. You may be required to attend additional meetings in order to provide further information.
- 8.2 In some cases, we may appoint an investigator, such as a staff member with relevant experience of investigations or specialist knowledge of the subject matter. The investigator may make recommendations for change to enable us to minimise the risk of future wrongdoing.
- 8.3 We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken as a result. You should treat any information about the investigation as confidential.
- 8.4 If we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

## 9. IF YOU ARE NOT SATISFIED

- 9.1 While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.
- 9.2 If you are not happy with the way in which your concern has been handled, you can raise it with a Director. Alternatively, you may contact the independent

whistleblowing charity, **Protect**, for further advice. Contact details are set out at the end of this policy.

## **10. PROTECTION AND SUPPORT FOR WHISTLEBLOWERS**

- 10.1 It is understandable that whistleblowers are sometimes worried about possible repercussions. We aim to encourage openness and will support staff who raise genuine concerns under this policy, even if they turn out to be mistaken.
- 10.2 Staff must not suffer any detrimental treatment as a result of raising a genuine concern. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform your manager immediately. If the matter is not resolved you should raise it formally using our Grievance Procedure.
- 10.3 Staff must not threaten or retaliate against whistleblowers in any way. Anyone involved in such conduct may be subject to disciplinary action.

## **11. MONITORING AND REVIEW OF THIS POLICY**

- 11.1 We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives.

## **12. CONTACTS**

Protect (independent whistleblowing charity)

Helpline: 020 3117 2520

Contact form available at <https://protect-advice.org.uk/contact-protect-advice-line/>

Website: [www.protect-advice.org.uk](http://www.protect-advice.org.uk)

# CIHT Procedure for Investigation

## **Annex A: Procedure for Investigation**

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

The investigating officer 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 officer 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.

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a representative at any future interview or hearing held under the provision of these procedures.
  - The investigating officer should consider the involvement of the Institution auditors and the Police at this stage and should consult with the Chair of the Board of Trustees/ Chief Executive.
- The allegations should be fully investigated by the investigating officer with the assistance, where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Chief Executive or Chair of the Board of Trustees as appropriate.
- The Chief Executive/ Chair of the Board of Trustees will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to the Institution's Auditors to enable a review of the procedures.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Chief Executive or Chair of the Board of Trustees.

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, the Institution recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons (such as the Health and Safety Executive, the Charity Commission), or where justified, elsewhere.