

WHISTLEBLOWING POLICY

1. INTRODUCTION

- 1.1 Employees are often the first to realise that there may be something seriously wrong within the company. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the company. 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.
- 1.2 Lancaster Training Services Ltd (LTS) are committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the company's work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.
- 1.3 The 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 employees to raise serious concerns **within** the company rather than overlooking a problem or 'blowing the whistle' outside.
- 1.4 The policy applies to all employees and those contractors working for the company on its premises, for example, cleaners, builders, delivery drivers. It also covers suppliers and those providing services under a contract with the company in their own premises, for example, work placements.
- 1.5 These procedures are in addition to the company's grievance and complaints procedures.

2. AIMS AND SCOPE OF THIS POLICY

- 2.1 This policy aims to:
 - encourage you to feel confident in raising serious concerns and to question and act upon concerns about practice
 - provide avenues for you to raise those concerns and receive feedback on any action taken
 - ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
 - 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.
- 2.2 There are existing procedures in place to enable you to lodge a grievance relating to your own employment. The whistle-blowing policy is intended to cover major concerns that fall outside the scope of other procedures. These include:
 - conduct which is an offence or a breach of law
 - disclosures related to miscarriages of justice
 - health and safety risks, including risks to the public as well as other employees
 - damage to the environment
 - the unauthorised use of funds
 - possible fraud and corruption (including bribery, extortion for monetary gain etc.)
 - sexual or physical abuse of learners, or
 - other unethical conduct
- 2.3 Thus, any serious concerns that you have about any aspect of service provision or the conduct of officers or members of the company or others acting on behalf of the company can be reported under the whistle-blowing policy. This may be about something that:
 - makes you feel uncomfortable in terms of known standards, your experience or the standards you believe the company subscribes to; or
 - is against the company's policies; or

- falls below established standards of practice; or
- amounts to improper conduct.

2.4 This policy does **not** replace the grievance and complaints procedure.

3. SAFEGUARDS

3.1 Harassment or Victimisation

- 3.1.1 LTS is committed to good practice and high standards and wants to be supportive of employees.
- 3.1.2 LTS recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you are providing a service.
- 3.1.3 LTS will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.
- 3.1.4 Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect you.

4. CONFIDENTIALITY

4.1 All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.

5. ANONYMOUS ALLEGATIONS

- 5.1 This policy encourages you to put your name to your allegation whenever possible.
- 5.2 Concerns expressed anonymously are much less powerful but will be considered at the discretion of the company.
- 5.3 In exercising this discretion the factors to be taken into account would include:
- the seriousness of the issues raised
 - the credibility of the concern; and
 - the likelihood of confirming the allegation from attributable sources.

6. UNTRUE ALLEGATIONS

6.1 If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you.

7. HOW TO RAISE A CONCERN

- 7.1 As a first step, you should normally raise concerns with your Line Manager or in their absence the Training Manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. If you feel your Line/Training Manager is unapproachable, raise your concerns with the Company Chairman.
- 7.2 Concerns may be raised verbally or in writing. Staff who wish to make a written report are invited to use the following format:
- the background and history of the concern (giving relevant dates);
 - the reason why you are particularly concerned about the situation.
- 7.3 The earlier you express the concern the easier it is to take action.
- 7.4 Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.
- 7.5 You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.
- 7.6 You may invite your trade union, professional association representative or a friend to be present during any meetings or interviews in connection with the concerns you have raised.

8. HOW LANCASTER TRAINING SERVICES LTD WILL RESPOND

- 8.1 LTS will respond to your concerns. Do not forget that testing out your concerns is not the same as either accepting or rejecting them.
- 8.2 Where appropriate, the matters raised may:
- be investigated by management, internal audit, or through the disciplinary process
 - be referred to the police
 - be referred to the external agency
 - form the subject of an independent inquiry.
- 8.3 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. Concerns or allegations which fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures.
- 8.4 Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted.
- 8.5 Within ten working days of a concern being raised, the responsible person will:
- acknowledge that the concern has been received
 - indicate how we propose to deal with the matter
 - give an estimate of how long it will take to provide a final response
 - tell you whether any initial enquiries have been made
 - supply you with information on staff support mechanisms, and
 - tell you whether further investigations will take place and if not, why not.
- 8.6 The amount of contact between the manager considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, LTS will seek further information from you.
- 8.7 The Company will take steps to minimise any difficulties which you may experience as a result of raising a concern.
- 8.8 LTS accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.

9. THE RESPONSIBLE PERSON

- 9.1 The Training Manager has overall responsibility for the maintenance and operation of this policy. The Training Manager maintains a record of concerns raised and the outcome (but in a form which does not endanger your confidentiality) and will report as necessary to the Management Committee.

10. HOW THE MATTER CAN BE TAKEN FURTHER

- 10.1 This policy is intended to provide you with an avenue within the company to raise concerns. LTS hopes you will be satisfied with any action taken. If you are not, and if you feel it is right to take the matter outside the company, the following are possible contact points:
- Public Concern at Work (tel: 020 7404 6609), a registered charity whose services are free and strictly confidential
 - the external auditor
 - your local Citizens Advice Bureau
 - relevant professional bodies or regulatory organisations
 - a relevant voluntary organisation
 - the police.
- 10.2 If you do take the matter outside the company, you should ensure that you do not disclose confidential information. Check with the contact point about that.



Richard W Little – Chairman

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