

Good Neighbours Whistleblowing Policy

Good Neighbours UK(GNUK) believes that anyone has a duty to speak up about genuine concerns in relation to wrongdoing. GNUK requires its staff and volunteers to make good faith reports of the suspected misconduct by the organisation or any employee, delivery partner, volunteer, contractor or anyone GNUK comes into contact with during its activities.

Such reports should be brought to the attention of the Chief Operating Officer, or trustees if the case involves the Chief Operating Officer, who has the duty to investigate such reports and bring the results of the investigation to the Board of trustees.

Where a false and malicious allegation is raised disciplinary proceedings may be instigated.

The commitment to improve the quality of the organisation through such reports is vital to the wellbeing of the entire GNUK and the people we serve. Retaliation as a response to such reports will not be tolerated.

Misconduct can take many forms and is not limited to the following:

- Any form of criminal activity or miscarriage of justice.
- Disclosure of confidential material
- Negligence such as failure to carry out duty of care by a reasonably competent person, damage to property or financial loss.
- Danger to health and safety
- Fraud, Bribery or corruption
- Failing to follow GNUKs policies and procedures
- Failing to meet professional obligations
- Failing to meet regulatory requirements
- Failure to carry out safeguarding responsibilities
- Concealment of any of the above

Reporting a concern

In the first instance, where there are reasonable suspicions of malpractice or wrongdoing, this should be reported in writing or orally to the Chief Operating Officer (investigating officer).

He will complete an incident report and investigate the concern with the Director. This will be within 72 hours.

The person raising the concern may be accompanied, to any fact-finding meetings, by a fellow employee. This will be carried out in the strictest of confidence.

The investigating officer will establish the actions necessary to ensure a thorough investigation.

The investigating officer will keep the individual raising the concern informed of progress without compromising any investigation that may involve the police.

Incidents can be reported through the GNUK Whistleblowing email Whistleblowing@Goodneighbours-uk.org. This can be used anonymously.

Contact Information

Chief Operating Officer (investigating officer)
David King, 0808 196 8088, davidking@goodneighbours-uk.org

Director
Hyejung Yang hjyang@goodneighbours-uk.org

Chair of Trustees
Cheryl Siddons cherylsiddons@goodneighbours-uk.org.

'Public Concern at Work' is an independent whistleblowing charity who operates a confidential helpline for advise. (+44 (0) 20 7404 6609), email (whistle@pcaw.co.uk) or online (www.pcaw.co.uk).

Counter Fraud and Whistleblowing Unit (CFWU) at fraud@dfid.gov.uk or +44 (0) 1344 843 747. will be informed if the concern is relating to government funded projects.

Whistleblowing protection

Retaliation, whether actual or threatened, destroys a sense of community and trust that is central to a quality environment. GNUK, therefore, wishes to make clear that it considers acts or threats of retaliation in response to any whistleblowing reports to constitute a serious violation of the organisation's policy.

For purposes of this policy, “misconduct” means a violation that is not merely the employee’s wish to substitute his or her judgment for the business judgment of GNUK, but rather is an activity, practice or policy that the employee reasonably believes is in violation of a state statute or regulation, is fraudulent or criminal or is incompatible with public policy concerning matters such as public health, safety or welfare or the preservation of the environment.

“Good faith report” means a report of misconduct, which the person making the report has a reasonable belief to be true and which is made without malice or consideration of personal benefit. Employees may submit reports anonymously, if they so choose. GNUK will treat such reports as confidential, to the extent possible. However, GNUK may need to disclose certain information in connection with the investigation and corrective actions taken.

No GNUK employee or staff member of its country affiliates shall engage in retaliation in response to a good faith report. Actions are considered retaliatory if they are in response to a good faith report and have a materially adverse effect on the working conditions of the employee making the good faith report. For example, retaliatory actions include making any decision adverse to the employee, such as an adverse impact on advancement, solely as a result of that employee’s good faith report or subjecting the employee to harassment such that it creates a hostile work or learning environment.

GNUK will make every reasonable effort to stop retaliation immediately, to conduct a complete and thorough investigation of alleged acts of retaliation in a timely manner, to provide remedies to victims of retaliation, and to sanction the perpetrators of retaliation as appropriate.

To encourage and protect employees who make good faith reports of misconduct, it is the organisation’s policy that no reference to good faith reports shall be made in personnel files, letters of recommendation, performance appraisals, or any other permanent evaluative documents without the approval of the employee.

Reports of alleged misconduct that are not made in good faith are not protected under this policy. Those who make reports not in good faith will be disciplined as appropriate. It is not retaliation to discipline persons who knowingly or intentionally make false claims of misconduct or for the organisation to take affirmative steps to prevent or correct damage to persons when it is determined that allegations of misconduct against them are false.