

# 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 a report of 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.

The commitment to improve the quality of the organisation through such reports is vital to the wellbeing of 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 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 wrong doing, this should be reported in writing or orally to the Chief Operating Officer (investigating officer).

They 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. 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](mailto:Whistleblowing@Goodneighbours-uk.org). This can be used anonymously.

### **Whistleblowing protection**

Retaliation, whether actual or threatened, destroys a sense of community and trust. 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 an activity, practice or policy that the reporter 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.

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. Reports may be submitted 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.

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 the reporter of misconduct, it is the organisation's policy that no reference to reports shall be stored in personnel files, letters of recommendation, performance appraisals, or any other permanent evaluative documents without the approval of the employee. It is not in 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.

## **Contact Information**

Chief Operating Officer [Contact@goodneighbours-uk.org](mailto:Contact@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.

## **Reporting**

When sending an email to the whistleblowing email address you will see the following reply:

*Thank you for your email.*

*Your email will initiate an investigation into the concern or incident that you are raising.*

**Reply** to this notification with the following information:

*Our priority is to ensure anyone involved in the incident is safe.  
Are you in a position to confirm that this is the case?*

- *Your Name (unless you are reporting anonymously)*
- *Contact details (unless you are reporting anonymously)*
- *Your relationship to Good Neighbours UK*
- *Date of the incident*
- *Time of the incident*
- *Location of the Incident*
- *Description of the incident*
- *Names of any witnesses*

*When you reply you may receive this notification again. Rest assured your concern is being dealt with.*

*Good Neighbours UK(GNUK) believes that anyone has a duty to speak up about genuine concerns in relation to wrongdoing.*

*GNUK requires its staff, volunteers, delivery partners, contractors or anyone that*

*GNUK comes into contact with, to make a report of the suspected misconduct.*

*Retaliation as a response to such reports will not be tolerated.*

*Your email is confidential.*