



COMMUNITY OF REFUGEES FROM VIETNAM East London

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Whistleblowing Policy

1. INTRODUCTION

All of us at one time or another experience concerns about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about patient or service user welfare, clinical malpractice, health and safety or a possible fraud that might affect others or the organisation itself, it can be difficult to know what to do. You may be worried about raising such a concern and may think it best to keep it to yourself, perhaps feeling it's none of your business or that it's only a suspicion. You may feel that raising the matter would be disloyal to colleagues, managers or to the organisation. You may decide to say something but find that you have spoken to the wrong person or raised the issue in the wrong way and are not sure what to do next.

The Directors of Community of Refugees from Vietnam – East London are committed to running the organisation in the best way possible and to do so we need your help. This policy is designed to reassure you that it is safe and acceptable to speak up and to enable you to raise any concern you may have about the issues mentioned above at an early stage and in the right way. Rather than wait for proof, we would prefer you to raise the matter when it is still a concern. This policy applies to all those who work for us, whether full-time or part-time, self-employed contractor, as an agency worker or as a volunteer. If you have a whistleblowing concern, please let us know.

If something is troubling you that you think we should know about or look into, please use this policy. If, however, you wish to make a complaint about your employment or how you have been treated, please use the Bullying and Harassment Policy, the Equality and Diversity Policy or the Grievance Policy – which you can obtain from your manager. This Whistleblowing Policy is primarily for concerns where the interests of others or of the organisation itself are at risk.

2. OUR ASSURANCES TO YOU

2.1. Your safety

The Directors are committed to this policy. If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any form of retribution as a result. Provided you are acting in good faith (or honestly), it does not matter if you are mistaken. Of course we cannot extend this assurance to someone who maliciously raises a matter they know is untrue.

2.2. Your confidence

With these assurances, we hope you will raise your concern openly. However, we recognize that there may be circumstances when you would prefer to speak to someone in confidence first. If this is the case, please say so at the outset. If you ask us not to disclose your identity, we will not do so without your consent unless required by law. You should understand that there may be times when we are unable to resolve a concern without revealing your identity, for example where your personal

evidence is essential. In such cases, we will discuss with you whether and how the matter can best proceed.

Please remember that if you do not tell us who you are it will be much more difficult for us to look into the matter. We will not be able to protect your position or to give you feedback. Accordingly you should not assume we can provide the assurances we offer in the same way if you report a concern anonymously.

If you are unsure about raising a concern you can get independent advice from Public Concern at Work on **08081680225** or by email at advice33@pcaw.co.uk.

3. HOW TO RAISE A CONCERN

Please remember that you do not need to have firm evidence of malpractice before raising a concern. However we do ask that you explain as fully as you can the information or circumstances that gave rise to your concern.

Malpractice, abuse and wrongdoing can cover a whole range of issues. Please find detailed below some examples:

- Inappropriate or improper conduct
- Abuse of vulnerable adults
 - Any unlawful act, whether criminal (e.g. theft in a clients home) or a breach of the civil law (e.g. slander or libel)
 - Health and safety risks, including risks to other employees, our clients and the general public
- Unauthorized use of public funds (e.g. expenditure for improper use)
- Fraud and corruption
- Breach of Company policies and procedures
- Failure to comply with Government and Professional standards
 - Discrimination on the grounds of race, gender, ethnic or national origin, marital status, religious beliefs, disability, age, sexuality, or marital status.

Any disclosures that are made in the following circumstances may constitute a disciplinary offence, which could result in gross misconduct and dismissal:

- Disclosures made in bad faith i.e. to cause disruption
- Disclosures that you do not substantially believe to be true
- Disclosures made for personal gain.

If your concern or suspicion falls into any of the above applicable categories and is genuine and not malicious, then you should follow the procedure below.

3.1. Contact your manager

If you have a concern about malpractice, we hope you will feel able to raise it first with your manager or supervisor. This may be done verbally or in writing.

4. INDEPENDENT ADVICE

If you feel unable to raise the matter with your manager (for whatever reason) or if you are unsure whether to use this policy or you want confidential advice at any stage, you may contact the independent charity Public Concern at Work on **08081680225** or by email at **advice33@pcaw.co.uk**. They can talk you through your options and help you raise a concern about malpractice at work.

5. HOW WE WILL HANDLE THE MATTER

Once you have told us of your concern, we will assess it and consider what action may be appropriate. This may involve an informal review, an internal inquiry or a more formal investigation. We will tell you who will be handling the matter, how you can contact them, what further assistance we may need from you and agree a timetable for feedback. If you ask, we will write to you summarising your concern and setting out how we propose to handle it. If we have misunderstood the concern or there is any information missing please let us know.

When you raise the concern it will be helpful to know how you think the matter might best be resolved. If you have any personal interest in the matter, we do ask that you tell us at the outset. If we think your concern falls more properly within our grievance, bullying and harassment or other relevant procedure, we will let you know.

Whenever possible, we will give you feedback on the outcome of any investigation. Please note, however, that we may not be able to tell you about the precise actions we take where this would infringe a duty of confidence we owe to another person.

While we cannot guarantee that we will respond to all matters in the way that you might wish, we will strive to handle the matter fairly and properly. By using this policy you will help us to achieve this.

6. EXTERNAL CONTACTS

While we hope this policy gives you the reassurance you need to raise your concern internally with us, we recognize that there may be circumstances where you can properly report a concern to an outside body. Public Concern at Work will be able to advise you on such an option if you wish.

7. NON-WHISTLEBLOWING ISSUES

As noted above, whistleblowing is the raising of a concern where others, or the organisation itself, are at risk. However, should you wish to raise an issue that concerns yourself there are a number of ways that you can do this.

7.1. HR Policies

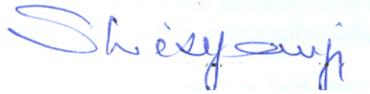
Human Resources have the following policies that you should refer to:

- Bullying and Harassment Policy

- Equality and Diversity Policy
- Grievance Policy

These policies are available from your manager or from your human resources department.

Checklist signed:

A handwritten signature in blue ink, appearing to read 'Shieh', is written over a light blue rectangular background.

Dated: 1/09/2018

Chairman : Mr Jack Shieh – OBE

Implementation date: 1/9/2018

Next review date: 1/9/2019