

Whistleblowing Policy

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Organisational Statement

Pathway CTM takes all complaints under the Whistleblowing Policy seriously. Complaints received under this Policy will be dealt with at different levels depending on who or what the complaints are about.

This Policy is intended to encourage and enable employees to raise serious concerns within the company by setting out the process to make a disclosure under the Public Interest Disclosure Act 1998.

What is Whistleblowing?

'Whistleblowing' means the reporting by employees of suspected misconduct, illegal acts or failure to act within the organisation.

Employees are often the first to realise that there may be something seriously wrong within the organisation. Whistleblowing is viewed by Pathway CTM as a positive act that can make a valuable contribution to the company's efficiency and long-term success. It is not disloyal to colleagues or the company to speak up. We are committed to achieving the highest possible standards of service and the highest possible ethical standards in public life and in all of its practices. To help achieve these standards it encourages freedom of speech.

If you are considering raising a concern you should read this Policy first. It explains:

- the type of issues that can be raised
- how the person raising a concern will be protected from victimisation and harassment
- how to raise a concern, and
- what Pathway CTM will do

Aims and Scope of the Policy

Pathway CTM accepts that some staff may prefer to do this in a confidential way to avoid any public disclosure of their identity. This Policy makes it clear that employees can raise concerns of illegal or improper conduct without fear of victimisation, subsequent discrimination or disadvantage. It is also intended to encourage and enable you to feel confident in raising serious concerns at the earliest opportunity and to question and act upon concerns about practice within the company rather than ignoring a problem or 'blowing the whistle' outside.

Employees are encouraged to report any concerns they may have about any aspect of the company, the conduct of its staff, the board, or any other member of staff acting on behalf of Pathway CTM.

The Whistle Blowing Policy is not intended to replace existing procedures:

- If your concern relates to your own treatment as an employee, you should raise it under the existing grievance or harassment procedures.
- If a client has a concern about services provided to him/her, it should be raised as a complaint.

Who can raise a concern under this Policy?

The Policy applies to all:

- employees of Pathway CTM
- employees of contractors working for the company
- employees of suppliers
- those providing services under a contract or other agreement with the company
- voluntary workers

What should be reported?

Any serious concerns that you have about service provision or the conduct of employee or others acting on behalf of the company that:

- make you feel uncomfortable in terms of known standards
- are not in keeping with the company policies
- fall below established standards of practice
- are improper behaviour

These might relate to:

- conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation)
- disclosures related to miscarriages of justice
- racial, sexual, disability or other discrimination
- health and safety of the public and/or other employees
- damage to the environment
- unauthorised use of public funds or other assets
- possible fraud and corruption
- neglect or abuse of clients
- other unethical conduct

This list is not exhaustive.

Protecting the Whistleblower

This Policy has been written to take account of the Public Interest Disclosure Act 1998 which protects workers making disclosures about certain matters of concern, when those disclosures are made in accordance with the Act's provisions and in the public interest.

The Act makes it unlawful for the company to dismiss anyone or allow them to be victimised on the basis that they have made an appropriate lawful disclosure in accordance with the Act.

Rarely, a case might arise where it is the employee that has participated in the action causing concern. In such a case it is in the employee's interest to come into the open as soon as possible. The company cannot promise not to act against such an employee, but the fact that they came forward may be taken into account.

Harassment or Victimisation

The company is committed to good practice and high standards and to being supportive of you as an employee. We recognise that the decision to report a concern can be a difficult one to make. If you honestly and reasonably believe what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer, your colleagues and those for whom you are providing a service.

Pathway CTM will not tolerate any harassment or victimisation of a whistleblower (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith and will treat this as a serious disciplinary offence which will be dealt with under the disciplinary rules and procedure.

Support to you

Throughout this process:

- you will be given full support from senior management
- your concerns will be taken seriously
- Pathway CTM will do all it can to help you throughout the investigation

For those who are not employees, will endeavour to provide appropriate advice and support wherever possible.

Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal your identity if that is your wish. If disciplinary or other proceedings follow the investigation, it may not be possible to take action as a result of your disclosure without your help, so you may be asked to come forward as a witness. If you agree to this, you will be offered advice and support.

Anonymous Allegations

This Policy encourages you to put your name to your allegation whenever possible. If you do not tell us who you are it will be much more difficult for us to protect your position or to give you feedback. This Policy is not ideally suited to concerns raised anonymously.

Concerns expressed anonymously are much less powerful, but they may be considered at the discretion of the company. In exercising this discretion, the factors to be taken into account would include:

- the seriousness of the issue raised
- the credibility of the concern
- the likelihood of confirming the allegation from other sources

Untrue Allegations

If you make an allegation in good faith and reasonably believing it to be true, but it is not confirmed by the investigation, the company will recognise your concern and you have nothing to fear. If however, you make an allegation frivolously, maliciously or for personal gain, appropriate action that could include disciplinary action, may be taken.

How to raise a concern

You may raise your concern by telephone, in person or in writing. In the first instance, the concerns should be raised to your line manager. If the concerns are in relation to the line manager, these should be reported to the CEO. If the concerns are in relation to the CEO, these should be reported to Designated Safeguarding Lead (DSL). The earlier you express your concern, the easier it is to take action.

You will need to provide the following information:

- the nature of your concern and why you believe it to be true
- the background and history of the concern (giving relevant dates)

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you have a genuine concern relating to suspected wrongdoing or malpractice within the company and there are reasonable grounds for your concern.

You may wish to consider discussing your concern with the DSL or 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.

You may invite your trade union, professional association representative or a friend to be present for support during any meetings or interviews in connection with the concerns you have raised.

What will we do

Pathway CTM will respond to your concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them.

The overriding principle for the company will be the public interest. In order to be fair to all employees, including those who may be wrongly or mistakenly accused, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

The investigation may need to be carried out under terms of strict confidentiality, i.e. by not informing the subject of the complaint until (or if) it becomes necessary to do so. In certain cases however, such as allegations of ill treatment of others, suspension from work may have to be considered immediately.

Protection of others is paramount in all cases.

Where appropriate, the matters raised may:

- be investigated by management, internal audit, or through the disciplinary/grievance process
- be referred to the police
- be referred to the external auditor
- be referred and put through established child protection/abuse procedures
- form the subject of an independent inquiry

Within ten working days of a concern being raised, the person investigating your concern will write to you:

- acknowledging that the concern has been received
- indicating how the company proposes to deal with the matter
- supplying you with information on staff support mechanisms
- telling you whether further investigations will take place and if not, why not

The amount of contact between you and the company considering the issues will depend on the nature of the matters raised, the potential difficulties involved and the clarity of your information. It is likely that you will be interviewed to ensure that your disclosure is fully understood.

Any meeting can be arranged away from your workplace, if you wish, and a union or professional association representative or a friend may accompany you in support.

Pathway CTM will do what it can to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are asked to give evidence in criminal or disciplinary proceedings, we will arrange for you to receive appropriate advice and support.

You need to be assured that your disclosure has been properly addressed. Unless there are any legal reasons why this cannot be done, you will be kept informed of the progress and outcome of any investigation.

The Responsible Officer

The CEO has overall responsibility for the maintenance and operation of this Policy.

How the matter can be taken further

This Policy is intended to provide you with an avenue within the company to raise concerns. Pathway CTM hopes you will be satisfied with any action taken. If you are not, and you feel it is right to take the matter outside the company, the following are available contacts:

- The Local Authority Designated Officer (LADO)
- The police
- Your trade union
- The NSPCC has launched a government funded Whistleblowing Advice Line. This will take calls from professionals from any sector who are worried about the way their, or another, organisation is dealing with child protection issues. Employees who don't feel able to escalate these issues internally can contact the service, as well as those who have been unsuccessful in doing so.
 - general guidance on whistleblowing can be found via: [Advice on Whistleblowing](#)
 - the NSPCC's [what you can do to report abuse](#) dedicated helpline is available as an alternative route for staff who do not feel able to raise concerns regarding child protection failures internally or have concerns about the way a concern is being handled by their employer.
 - call 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday
 - email: help@nspcc.org.uk

If you raise concerns outside the company, you should ensure that it is to one of these prescribed contacts. A public disclosure to anyone else could take you outside the protection of the Public Interest Disclosure Act and of this Policy.

You should not disclose information that is confidential to the company or to anyone else, such as a client or contractor of the company, except to those included in the list of prescribed contacts.

This Policy does not prevent you from taking your own legal advice.

Recording and Monitoring

The CEO will maintain a register containing all concerns that are brought to their attention. The DSL may be asked to investigate the concern and must ensure the CEO is provided with sufficient details for the register.

The CEO will review all concerns and lessons learned annually to ensure that Pathway CTM learn from mistakes and does not repeat them and consistency of approach across the company.



Chris McNamara (Jan 20, 2021 21:14 GMT)

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CEO

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