MacIntyre

Providing support...your way

Whistleblowing Policy

Speaking Up to Raise Concerns

All MacIntyre policies are formally reviewed by the Policy Owner and Lead Reviewer and are subject to 3 yearly reviews, or sooner when there is a change to relevant legislation or the organisation. For the date of, or evidence of, the most recent review, please see: MacIntyre policy and associated guidance list

Document Control

Title:	Whistleblowing Policy - Speaking Up to Raise Concerns
Issue number	9
Scope of document	Whole of MacIntyre
Document owner	Human Resources Department
Policy Owner	Claire Toombs
Lead Reviewer	Debbie May (Head of HR
Document effective date	26 October 2026

Previous versions

Title	Issue Number	Scope	Effective Date
Whistleblowing Policy - Speaking Up to Raise Concerns	8	Whole of MacIntyre	02 September 2025
Whistleblowing Policy - Speaking Up to Raise Concerns	7b	Whole of MacIntyre	April 2022
Whistleblowing Policy - Speaking Up to Raise Concerns	7a	Whole of MacIntyre	Reviewed December 2021
Whistleblowing Policy - Speaking Up to Raise Concerns	7	Whole of MacIntyre	October 2020
Whistleblowing Policy - Speaking Up to Raise Concerns	6	Whole of MacIntyre	January 2016
Whistleblowing Policy - Speaking Up to Raise Concerns	5	Whole of MacIntyre	May 2017
Whistleblowing Policy - Speaking Up to Raise Concerns	4	Whole of MacIntyre	January 2016
Whistleblowing Policy - Speaking Up to Raise Concerns	3	Whole of MacIntyre	October 2014
Whistleblowing Policy - Speaking Up to Raise Concerns	2	Whole of MacIntyre	April 2011
Whistleblowing Policy - Speaking Up to Raise Concerns	1	Whole of MacIntyre	2007

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1. Introduction

It is important that we all feel we can speak up about any concerns that we may have at work. Talking about concerns is important to ensure we improve the quality of service for people who draw on our support and improve the working environment for everybody that works for us. In most cases concerns can easily be resolved and appropriate action taken through talking things through with the relevant line manager. However, sometimes concerns may be more serious. We want to ensure that people are not put off and know how to and who to raise these concerns with. We are committed to promoting an open culture where people are encouraged to raise concerns in the right way to ensure:

- the health safety and welfare of all our employees and the people who draw on our support
- effective and efficient working
- we meet legal and ethical requirements
- we can support people raising concerns as we understand they may be worried about doing this

This policy is for concerns that could be regarded under the law as Whistleblowing as there is a risk of harm to people, the organisation itself or the environment. Below is a list of just some examples (but there may be others):

- Unsafe working conditions
- Unsafe care or support of a person
- Abuse of a person supported
- Lack of response to a reported abuse or safety incident
- Bullying or harassment of a person supported
- Committing of a criminal offence. For example:
    - Possible fraud or financial irregularities
    - Discharging waste unsafely or other damage to the environment
- Covering up any of the above.

We will listen to you and treat you with respect at all times and thank you for raising your concerns. We will talk to you about your concerns to ensure that we understand what exactly it is that you are worried about. If we feel your concerns should be managed under a different policy then we will tell you and explain why. For example:

- Concerns relating to the safety and wellbeing of a person drawing on our support must follow the relevant **Safeguarding Policy** for children or adults.
- Concerns about work/employment which only affect you should normally be raised under the **Grievance Policy** or the **Bullying & Harassment Policy.**

The above mentioned policies and any associated guidance can be found on *My MacIntyre*, obtained from the line Manager or requested from the HR Team.

We understand that people are sometimes worried about raising a concern and may think it best to keep it to themselves, perhaps feeling it's none of their business or that it's only a suspicion. We understand that sometimes people worry that raising a concern would be disloyal to colleagues, managers or to MacIntyre. We also understand that people may worry that they have spoken to the wrong person or have raised the issue in the wrong way and are not sure what to do next. We encourage anybody who is troubled by something which they think MacIntyre should know about or look into to please use this policy. Remember, all of us working in MacIntyre are under a duty to report any suspicion or allegation of abuse - a failure to do so is a failure in our duty of care. **So if in doubt - raise it!**

This policy explains how to raise a concern, **Key Internal Contacts at Appendix 1** and details **Other Sources of Support and Advice for employees at Appendix 2** which includes **Protect (Tel: 020 3117 2025)** an independent charity who you can also contact for free and confidential advice regarding concerns about any poor practice at work.

This Policy does not form part of any employee's contract of employment and may be amended from time to time.

2. How to raise a concern

Anybody who works for MacIntyre can raise a concern. We hope that you will feel able to raise it first with your line manager. The diagram below explains the steps you need to take if you want to raise a concern. The **Key Internal Contacts** in MacIntyre who you can get in touch with are detailed in Appendix 1 at the end of this Policy. Details of further **Sources of Support and Advice** available from the whistleblowing charity Protect and the Employee Assistance Programme (EAP) are given at Appendix 2 at the end of this policy.

You have heard or seen something Which you would like to raise a concern about



Step 1: Discuss the concern with your line manager



Step 2: If you are unable to discuss with your line manager, contact another manager or the HR Team



Step 3: If you are still concerned after steps 1 & 2, contact a Key Internal Contact (see Appendix 1)



Protect
Speak up, stop harm

If you feel that you need confidential advice from outside of MacIntyre at any stage, you can contact Protect on

020 3117 2520

MacIntyre will listen to your concerns and advise on how the matter will be handled.



You will be offered a Designated Contact Person for support & to be your main point of contact.



MacIntyre will investigate, assess & take any appropriate action.



Step 4: If you are still concerned after steps 1 - 3 then you can contact an appropriate external person (see Good Practice Guidance - Section 5)

Feedback will be given wherever possible on any actions taken.



Support

We will not tolerate the harassment or victimisation of anyone raising a genuine concern. If at any stage you feel that you are being treated unfairly because of the concerns you have raised then get in touch with your Designated Contact Person.

3. Policy Statement

MacIntyre will ensure that employees understand that they can speak up in confidence, in an environment in which it is considered safe and acceptable to do so, and that they must report any matters that they suspect may be abusive, unsafe, illegal, unethical or inappropriate.

MacIntyre expects line managers to:

- Discuss this policy during supervisions and team meetings.
- Promote the use of the Speaking Up to Raise Concerns (Whistleblowing) Policy.
- Make clear to employees who they can report concerns to in confidence locally.
- Maintain appropriate confidentiality regarding employees and any concerns that they may raise.
- Take appropriate action, in accordance with this policy to ensure that any concerns are escalated and brought to the attention of the next more senior line manager immediately.

MacIntyre expects all employees (including Relief Workers and Volunteers) to:

- Raise any concerns under this policy immediately, with their line manager or another relevant manager when it is still a concern, rather than to wait for proof.
- Take responsibility for keeping the people that MacIntyre supports safe from harm and abuse.
- Take responsibility for the health safety and wellbeing of themselves and their colleagues.
- Take responsibility for the appropriate conduct of themselves and their colleagues, including maintaining appropriate confidentiality.

MacIntyre is committed to assuring the fair treatment of employees raising concerns under this Whistleblowing Policy. If a member of staff raises a genuine concern under this policy, they will not be at risk of losing their job or of suffering any form of retribution or detrimental treatment as a result. This assurance will not be extended to someone who maliciously raises a matter they know is untrue. MacIntyre will not tolerate the harassment or victimisation of anyone raising a genuine concern and will consider it a disciplinary matter to victimise or harass anyone who has raised a genuine concern under this policy.

MacIntyre encourages employees to raise any concerns under this policy openly but recognises that there may be circumstances when an employee may prefer to speak to someone confidentially first. This policy therefore details a range of contacts for employees; named internal key contacts, and the independent whistleblowing charity (Protect).

Confidentiality

If you ask us not to disclose your identity then we will not do so without your consent unless we have to do so by law. 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 talk to you to decide how best to deal with matters.

4. Other MacIntyre Policies

This policy has been updated to reflect current legislation and good practice externally. This policy should be read in conjunction with:

- Grievance Policy and Guidance
- Bullying and Harassment Policy and Guidance
- Disciplinary Policy and Guidance
- Safeguarding Adults at Risk and Safeguarding Children and Young People Policies
- Equal Opportunities and Diversity in Employment Policy

5. Good Practice Guidance

Further information and guidance on how to raise a concern can be found in MacIntyre's Whistleblowing Good Practice Guidance | MacIntyre which gives full details on:

- How to raise a concern
- What happens when a concern is raised
- What support is available for people involved
- What action may be taken by MacIntyre
- External contacts and regulators

6. Scope

This policy applies to all staff who work for MacIntyre at all levels of the organisation, including whether full-time or part-time, employed through an agency or as volunteers. If any employee has a concern, they should let MacIntyre know.

7. Schedule of Responsibilities

All Employees (including Relief Workers and Volunteers)

- To co-operate fully and positively with the requirements of this policy.
- To know the standards of conduct and actions expected of them and to seek clarification if unsure.
- To undertake any training recommended by their line manager.

Frontline Managers (Heads of Service and Equivalent), Programme Coordinators and Teachers

- To implement policy and procedure in their service.
- To identify, training needs and provision and ensure competence in operating this policy and associated procedures effectively.
- To monitor local practice.

HR Team

- To be members of the Whistleblowing Team and Key Internal Contact
- To support the implementation of policy and procedure within their areas of responsibility.
- To monitor and review the operation of this policy in practice in discussion with the Whistleblowing Lead.

Area Managers and Programme Managers (or equivalent)

- To implement policy and procedure across their services.
- To ensure that any concerns raised under this policy are appropriately managed in terms of time inputs and ensure employees are supportively and professionally treated.
- To identify training needs, and ensure competence in those staff who are responsible for and involved in operating this policy and associated procedures effectively.

Heads of Operations and School/College Principals/Deputy Principals

- To be Key Internal Contacts and take active steps to promote good practice under this policy.
- To monitor and review the management and implementation of this policy and practice in the services for which they are responsible.
- To oversee any action taken under this policy in their services and ensure that matters are handled effectively, timely, consistently, and in a professional way.
- To ensure that key training needs are identified and addressed.

All Directors

- To be Key Internal Contacts for whistleblowing
- To create and review policy, establish monitoring and review mechanisms.
- To vary this policy or its guidance in exceptional cases dependent on operational requirements.

CEO

- To be the Whistleblowing Champion for MacIntyre.
- To take overall responsibility for the implementation of policies and procedures and to provide, as appropriate, reports to Trustees in relation to this policy.

Appendix 1: Whistleblowing - List of Key Internal Contacts

If you feel unable to talk to your line manager then you can speak with their line manager or another manager in MacIntyre that you are comfortable talking with. However, the people below have additional experience and training to support staff when they raise concerns. Please remember people may be away from time to time due to holiday or for other reasons. If you cannot contact the first person you try then please make contact with another person from the list below.

Note that this list is updated very regularly and the latest version can be found as a separate document on the intranet Key Internal Contacts for MacIntyre Whistleblowing Policy | MacIntyre

Name / Job Title	Contact Details
Sarah Burslem CEO and Whistleblowing Champion	**07887 504098** sarah.burslem@macintyrecharity.org
HR Team/Whistleblowing Team	**01908 970716** debbie.may@macintyrecharity.org estelle.cinquemani@macintyrecharity.org gemma.scott@macintyrecharity.org human.resources@macintyecharity.org
Claire Toombs Finance Director	**07775 560413** claire.toombs@macintyrecharity.org
Julie Graves Head of Finance	**01908 357019** julie.graves@macintyrecharity.org
Rowan Jackson Head of Compliance and Safeguarding	**07774 592337** rowan.jackson@macintyrecharity.org
Laura Selby-Dalton Adult Social Care Director	**07557435437** laura.selby@macintyrecharity.org
Seb Moh Adult Social Care Director	**07999 105267** seb.moh@macintyrecharity.org
Andrea Parr Adult Social Care Director	**07847 671186** andrea.parr@macintyrecharity.org
Yvonne Nugent Director: Children & Young People	**07557 435936** yvonne.nugent@macintyrecharity.org
Catherine Clifford Head of Education (MacIntyre School, Wingrave)	**01296 681274** catherine.clifford@macintyrecharity.org
Luke Vaughan Regional Lead for Children's Homes	**01296 681274 or 07557 746943** **luke.vaughan@macintyrecharity.org**
Bruce Smith Head of No Limits	**07834 168305** bruce.smith@macintyrecharity.org
Claire Kennedy Head of Marketing and Fundraising	**07810 631305** claire.kennedy@macintyrecharity.org
Lynn Kennedy Workforce Development Manager	**07917 461572** lynn.kennedy@macintyrecharity.org

Appendix 2: Other Sources of Support and Advice

The Whistleblowing Charity - Protect

MacIntyre subscribes to this charity to support its employees. If you feel unsure how to raise your concerns then you can get free, confidential and independent advice from Protect the leading experts in Whistleblowing:

Protect
Speak up, stop harm

Tel: 020 3117 2520
Email: whistle@protect-advice.org.uk www.protect-advice.org.uk

The Employee Assistance Programme (EAP)

MacIntyre pays for the Employee Assistance Programme (EAP) which all its employees can access free of charge and which is available every day 24 hours a day. The EAP provides all our employees with confidential help for any work, health or life concern. You can use the EAP telephone helpline or access the online hub. MacIntyre does not receive any personal information about the EAP services our employees use.

MINDFUL EMPLOYER Plus (MEPlus) 24/7 Telephone Support 0330 0573147

Connect with qualified counsellors and support specialists for confidential discussions on emotional, personal, or work-related issues.