

Whistleblowing policy



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1. Introduction

1.1 Bouncing Statistics is committed to ensuring that it, and the people working for the company, complies with the highest standards of openness, honesty and accountability.

1.2 The term whistleblowing has a specific legal definition, i.e. a disclosure or allegation of serious wrongdoing made by an employee, and a wider public definition, i.e. any disclosure or allegation of serious wrongdoing made by anyone.

1.3 This policy document seeks to cover both disclosures and allegations of serious wrongdoing made by employees and members of the public, and to this end, where this policy refers to a whistleblower, it refers to any individual (including Bouncing Statistics employees and/or members of the public) who is making a disclosure or allegation of serious wrongdoing.

1.4 Where any individual, irrespective of whether that individual is either a Bouncing Statistic employee, a worker for a Council contractor (including seconded council employees) or a member of the public, is aware of any serious wrongdoing, such as:

- breach of a legal obligation.
- any criminal activity, including incitement to commit a criminal act;
- corruption or fraud.
- a miscarriage of justice.
- a danger to the health or safety of any individual or damage to the environment.
- abuse of power or authority.
- failure to comply with professional standards, company policies or codes of practice/conduct; committed by or related to the actions of:

- Bouncing statistics employees and or board members.

- Contractors, agency staff, suppliers or consultants of Bouncing statistics in the course of their work for the Company; and reports it, the company will investigate any such allegations and, where appropriate, act. The Company is also committed to preventing any harassment, victimisation or unfair treatment of any person arising from their whistleblowing, and where appropriate, take disciplinary action against any member of staff responsible for such harassment, victimisation or unfair treatment against a whistleblower.

1.5 This policy seeks to set out how the company will handle and respond to any such allegations, made either by company staff or members of the public.

1.6 Whilst the whistleblowing legislation offers protection to employees, the company considers that any such allegations of serious wrongdoing should be investigated, whether they are made by an employee, a user of services or any member of the public.

1.7 This policy has specific sections relating to:

a) employees of Bouncing Statistics (which include individuals employed in community schools, community special schools, voluntary controlled schools, maintained nursery schools and social housing), agency staff and contractors; and

b) members of the public.

1.8 This policy seeks to:

- a) encourage employees and members of the public and/or their representatives to feel confident in raising concerns or allegations in the public interest about suspected serious wrongdoing in the Company and its services without fear of reprisals or victimisation even where the concern or allegations are not subsequently confirmed by the investigation;
- b) Give a clear message that allegations of serious wrongdoing or impropriety are taken seriously.
- c) Ensure that where the disclosure proves to be well-founded, the individuals responsible for such serious wrongdoing will be held accountable for their actions;
- d) Set out what employees and members of the public can expect by way of confidentiality and protection when making a whistleblowing disclosure; and
- e) Identify independent support for employees who wish to make a whistleblowing disclosure (see section 6).

1.9 This policy is not designed to be used:

- a) for raising or reconsideration of matters that come under existing internal Bouncing Statistics procedures, e.g. Grievance, Disciplinary, Capability, Dignity at Work or Bouncing Statistics general complaints procedure; or
- b) for allegations that fall within the scope of specific procedures (for example, child or vulnerable adult protection), which will normally be referred for consideration under the relevant procedure, unless the employee has good reason to believe that the procedure is not being followed or will not be followed effectively; or
- c) as an appeal process from any complaint or grievance handled under any of the above procedures.

1.10 Where a complaint made under this policy falls outside the scope of the policy, e.g. where the complaint falls outside the scope of “serious wrongdoing”, Bouncing Statistics will advise the whistleblower of this and consult with the whistleblower in respect of taking the complaint further. Wherever possible, the company will comply with the views of the whistleblower, but there are situations where the company is legally required to pass on details of allegations, without the consent of the whistleblower, such as in safeguarding matters, or where the allegations relate to serious criminal activity undertaken by individuals outside the company.

1.11 Likewise, if an allegation made under either of the other above complaint processes falls under the remit of a “serious wrongdoing”, the company will notify the whistleblower of this and investigate the allegation under this process.

2. Disclosures made by Bouncing statistics employees, Agency Staff, and any other individuals working for the Company, the Public Interest Disclosure Act 1998 (“PIDA”)

2.1 PIDA is designed to encourage and enable employees (which includes Agency Staff and any other individual working for the Company) to raise any concerns about any suspected serious wrongdoing, an illegal act or a dangerous situation within the organisation.

2.2 This is called making a “Protected Disclosure” under the Act, and when it is made in the public interest and in accordance with this policy, an employee is legally protected from harassment or victimisation as a result of the disclosure.

2.3 The person making the disclosure does not have to be directly or personally affected by the serious wrongdoing, but the disclosure must be made in the public interest.

2.4 To be protected, the disclosure must be in the public interest and raise a concern that:

- a) a criminal offence (e.g. fraud, corruption or theft) has been/is likely to be committed;
- b) a person has failed, is failing or is likely to fail to comply with any legal obligation to which he is subject;
- c) a miscarriage of justice has been/is likely to occur;
- d) the health or safety of any individual has been/is likely to be endangered;
- e) the environment has been/is likely to be damaged;
- f) Public funds are being used in an unauthorised manner;
- g) sexual or physical abuse by any member of staff on a service user is taking place;
- h) Unlawful discrimination is occurring to any member of staff or service recipient in relation to the legally protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation;
- i) any other form of improper action or conduct is taking place.
- j) Information relating to any of the above is being deliberately concealed or attempts are being made to conceal the same.

2.5 PIDA will protect any employee or worker making a Protected Disclosure, irrespective of whether or not the disclosure relates to information gained in the course of their employment (e.g. a protected disclosure made by an employee acting as a service user would still fall under the PIDA protection).

3. Individuals employed or working in schools

3.1 Individuals employed in schools falling under the company's whistleblowing scheme (community schools, community special schools, pupil referral units, voluntary controlled schools and maintained nursery schools) are normally expected to raise their concerns within the school.

3.2 Employees in schools are expected to use school procedures such as grievance and anti-harassment where appropriate.

3.3 Where an Employee working in a school considers one or more incidents amount to a safeguarding incident, they should make a report under the Schools and Bouncing Statistics Safeguarding Policy.

3.4 However, if the employee has good reason to believe that:

- a) The complaint or whistleblowing will not be managed properly within the school, or
- b) that he/she will be exposed to victimisation as a result of the complaint;

or

- c) The concern is about another school or another service provided by Bouncing Statistics.

Then the employee may make the complaint directly to Bouncing Statistics. People who make a complaint to the company about the school in which they work should set out why they feel unable to make the complaint directly to the school.

3.5 In community schools, community special schools, voluntary controlled schools, pupil referral units and maintained nursery schools, the Company expects the disclosure to be made to the Head Teacher and/or Chair of Governors unless there are circumstances in which the employee or worker feels that disclosure in this way is not appropriate or has or will not have been dealt with satisfactorily, in which case disclosure may be made directly to the Company, in accordance with this policy, as set out in 3.4 above.

4. Advice to employees wishing to raise a concern or make a disclosure

4.1 Employees who have major concerns arising from their employment may wish to seek advice from their union or the charity Public Concern at Work, to see whether the information which they wish to report would meet the definition of a ‘qualifying disclosure’ and whether they should be using this procedure, or some other procedure.

4.2 Alternatively, for employees, confidential support is also available from the company

5. Whistleblowing by members of the public

5.1 Unlike disclosures by employees, the Public Interest Disclosure Act does not cover disclosures by members of the public.

5.2 However, the company considers that any disclosures or allegations made by members of the public in respect of serious wrongdoing should be handled in the same way as disclosures made by employees.

5.3 Once a disclosure from a member of the public has been received by the company, it will be handled in the same way as a disclosure made by an employee under the Public Interest Disclosure Act.

6. How to report an actual or suspected serious wrongdoing

6.1 A person who wishes to report any suspected serious wrongdoing (“a disclosure”) to the Company Should contact us by

e-mail to ryan.blackwood@bouncingstatistics.com or telephone: - 07881 095 259, setting out the following information:

Name (unless they wish to be anonymous)

Contact details (unless they wish to be anonymous)

Who has committed the alleged serious wrongdoing?

What is the nature of the alleged serious wrongdoing?

Is the person making a disclosure employed by Bouncing Statistics?

If not, does that person work in a school (if so, which one)?

Is the person a service user/member of the public?

6.2 Company employees are also entitled to make a Protected Disclosure through their manager if they feel confident in approaching their manager to report a concern or allegation of serious wrongdoing that

falls under this policy. The manager must follow the obligation of confidentiality, but must, as soon as possible, and no later than 2 working days after receiving the Protected Disclosure, log the disclosure in accordance with 8.1 above, and then confirm to the employee concerned, in writing or by email, that this matter has been recorded.

6.3 In the event that an employee does not feel comfortable in making a disclosure to the Company, they are entitled to also make a Protected Disclosure to a number of other organisations.

7. How the Company will respond to a disclosure

7.1 The Company will acknowledge receipt of a disclosure, whether it has been made by a member of the public and/or an employee, within two working days.

7.2 The Company will then consider and decide whether the disclosure falls under the whistleblowing criteria and, if not, will, wherever possible, seek the whistleblower's consent as to how the disclosure will be investigated using the appropriate company procedure(s). The Company's decision will be given to the person making the disclosure, wherever possible, as soon as possible after receipt of the disclosure, and no later than 5 working days after acknowledging receipt of the disclosure.

7.3 The decision letter should state who will be handling the disclosure, how that person can be contacted, what action is likely to be taken and when the employee or worker might expect to hear the outcome of the disclosure. A further letter, summarising progress to date, should be sent within another ten working days, and if the matter has not been resolved at that time, the letter should include an estimate of how long it is likely to be before a full response can be provided.

7.4 However, there are situations where the Company is legally required to investigate, under separate procedures, without the consent of the whistleblower, such as investigating allegations of ill-treatment or abuse of children or vulnerable adults (safeguarding). In these circumstances, the company will, wherever possible, advise the whistleblower that the disclosure will be investigated under another process, but there may be situations where it is not appropriate to disclose the existence of these investigations.

7.5 When the disclosure is considered to come under the whistleblowing policy, and the Company has assigned an investigator, he/she will contact the whistleblower, within a further 10 working days, to advise them of the following:

- a) The arrangements for confidentiality;
- b) how the person making the disclosure will be expected to contribute to the investigation;
- c) The outcome of any discussions which may have taken place over anonymity;
- d) an estimate of how long the investigation is likely to take;
- e) the name of the investigator appointed to undertake the investigation;
- f) the right of an employee to representation by a recognised trade union or work colleague at any meeting; and
- g) The right of any non-employee to seek support and representation at any meeting.

9.6 Bouncing Statistics, wherever possible, will seek to advise the whistleblower of the outcome of the investigation. However, the company is bound by the Data Protection Act and the Human Rights Act in

With respect to allegations relating to individuals and may not be able to disclose information where legal proceedings are pending.

7.7 The use of this whistleblowing process does not automatically amount to acceptance by the Company that the information provided is necessarily a qualifying disclosure.

7.8 For monitoring purposes, the Company keeps a list of communications received from people using this whistleblowing process. This information is used for monitoring purposes and to detect if there are areas where there is a high incidence of alleged serious wrongdoing.

8. Confidentiality and anonymity

8.1 Although the PIDA does not refer to the confidentiality of concerns raised in a qualifying disclosure, there is a widespread assumption that such a disclosure will be treated in confidence as a means of preventing victimisation. Bouncing Statistics will seek to avoid disclosing information identifying any whistleblower, even if the Company considers that the disclosure, by the whistleblower, falls outside the scope of a qualifying disclosure. However, there are situations where, due to the circumstances of the alleged serious wrongdoing, it is impossible to avoid disclosing information identifying any whistleblower. In these circumstances, Bouncing Statistics will consult with the whistleblower prior to the disclosure taking place and offer support.

8.2 There may also be situations where the Company may be obliged to disclose information, such as where there are legal proceedings following on from the investigation of the whistleblowing investigation. This may require the disclosure of witness statements or correspondence, and there is even the possibility that the whistleblower may be expected to give evidence at any hearing. In these circumstances, the Company should discuss the implications for the whistleblower if he or she proceeds with the disclosure, and, where appropriate, discuss appropriate support arrangements.

8.3 Bouncing Statistics may also be required to disclose the identity of the whistleblower to third parties, where necessary for the purposes of undertaking investigations, e.g. where the allegations relate to serious criminal offences, where the Company considers that the Police should investigate.

8.4 Anonymous complaints will be considered, but, depending on the information given and the credibility of the evidence, there may not be enough information for a proper investigation without the investigator being able to contact the whistleblower for further information. And in these circumstances, there may not be sufficient evidence to pursue an investigation.

8.5 If Bouncing Statistics receives a request for information identifying a whistleblower, it will contact the whistleblower to seek their views in respect of the disclosure or withholding of the information requested and, wherever possible, it will seek to comply with those views.

8.6 The Company is mindful, in reconciling the legal obligation to disclose information it holds under the Freedom of Information Act 2000, of its legal obligations under:

- a) The Public Interest Disclosure Act 1998 aims to avoid the discrimination or victimisation of employees; and
- b) The Health and Safety at Work etc. Act 1974, to protect the health and safety (including mental health) of employees.

9. Protecting an employee whistleblower

9.1 Employees are protected if:

- They honestly think what they report is true.
- They think they are telling the right person, and
- They believe that their disclosure is in the public interest.

9.2 Any employee who makes a 'qualifying disclosure' which meets the definition in the Public Interest Disclosure Act is legally protected against victimisation for whistleblowing. The Company has adopted this procedure to encourage early internal whistleblowing and demonstrate its commitment to preventing victimisation. If an employee claims that, despite this commitment, they have been victimised because of blowing the whistle, they should make a further complaint under this whistleblowing procedure directly to the Director of Legal Services.

9.3 An employee has the right to complain of victimisation due to whistleblowing to an employment tribunal.

9.4 Any employee who victimises a whistleblower could:

- be subject to an internal company investigation and potential disciplinary action, including potential dismissal.
- face a civil claim personally, as the affected whistleblower could be entitled to directly issue a legal claim against the culprit.

10. Recording and monitoring complaints

10.1 Bouncing Statistics is legally required to maintain a list of concerns raised by employees under the Public Interest Disclosure Act. Inclusion in this list does not amount to acceptance that the communication amounts to a Protected Disclosure, and any subsequent decision that the matter falls outside the Act will be added to the record on the list.

10.2 The Company will also record all disclosures of serious wrongdoing made by members of the public.