

## Whistleblowing Policy

Employees and volunteers are often the first to realise that there may be something seriously wrong within their setting. However, their growing concerns may not be expressed because it seems disloyal to their colleagues. There may be a fear of harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may be just suspicion of malpractice and wrongdoing

Milton Keynes Children's Contact centre is committed to the highest possible standards of openness, probity and accountability. In line with this commitment, we encourage volunteers and others with genuine concerns about any person linked with the setting and/or others (e.g. Parents/Carers) to come forward and voice those concerns. How to

raise concerns:

Do this in writing, giving details of **background, names, dates, places** and **reason** for your concern

Raise your concern with the **Centre Coordinator** or the **Team Leader**

If **Centre Coordinator** or **Team Leader** are involved with your concern, raise with the **Chair of the Management Committee**, or any other member if this seems necessary

If a **safeguarding issue** also alert **Local Authority** Children's services

If unresolved then raise with **Chief Executive of NACCC**  
([contact@naccc.org.uk](mailto:contact@naccc.org.uk))

This policy document makes it clear that volunteers, Parents/Carer's and others can do so

without fear of reprisals or victimisation. The Whistleblowing Policy is intended to encourage and enable employees/volunteers and others to raise such concerns **within** Milton Keynes Children's Contact Centre rather than overlooking the problem.

The procedure allows employees volunteers, Parents/Carer's and outside agencies to raise concerns about the Management/Staff/Volunteers of Milton Keynes Children's Contact Centre.

### **AIMS AND SCOPE OF THIS POLICY**

This policy aims to:

- Provide avenues for you to raise genuine concerns and receive feedback on any action taken;
- Allow you to take the matter further if you are dissatisfied with the outcome or response;
- Reassure you that steps will be taken to protect you from reprisals or victimisation for Whistleblowing in good faith. There are existing procedures in place to enable you to a) lodge a grievance about your position as a volunteer, b) Parent / Carer concerns or complaints, and c) issues raised by outside agencies. This Whistleblowing policy is intended to cover genuine concerns that fall outside the scope of other procedures. That concern may be about something that:
  - Is against the policies and procedures of Milton Keynes Children's Contact Centre;
  - Falls below established standards of practice;
  - Amounts to improper conduct;
  - Is a Health and Safety risk, including risks to the public as well as children, other colleagues, Parents/Carer's and others;
  - Contributes to a safeguarding risk involving children in the care of Milton Keynes Children's Contact Centre. The procedure will be communicated to all employees and volunteers as well as Parents/Carer's, Students and others.
  - **HARASSMENT OR VICTIMISATION** Milton Keynes Children's Contact Centre recognise that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal. Milton Keynes Children's Contact Centre will

not tolerate harassment or victimisation and will take action to protect you when you raise a concern in good faith. However, should you feel that you have suffered harassment, either directly or indirectly because of raising a concern, you should refer to the Complaints Policy (Parents/Carer's). This does not mean that if you are already the subject of any disciplinary procedures, those procedures will be halted because of your Whistleblowing.

## **CONFIDENTIALITY**

Milton Keynes Children's Contact Centre will do its best to protect your identity when you raise a concern. However, it must be appreciated that, in the interests of natural justice, any investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

## **ANONYMOUS ALLEGATIONS**

You are strongly encouraged to put your name on any allegation. Concerns expressed anonymously are much less powerful. Anonymous allegations will be considered and any action taken at the discretion of Milton Keynes Children's Contact Centre and in conjunction with the relevant agencies where appropriate.

In exercising this discretion, the following factors will be taken into account when considering how to deal with any allegations:

- The seriousness of the issues raised;
- The credibility of the allegation;
- The likelihood of confirming the allegation from attributable sources. **MALICIOUS OR VEXATIOUS ALLEGATIONS** If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make a malicious or vexatious allegation, disciplinary action may be taken against you in accordance with the Milton Keynes Children's Contact Centre Procedures.
- **HOW TO RAISE A CONCERN (for volunteers)** As a first step, you should normally raise concerns with the Centre coordinator or the team leader on duty. This depends, however, on the seriousness and sensitivity of the issues involved and who you think may be involved in the malpractice. For example, if you believe that the Coordinator or Team Leader is involved, you should approach the Chair of the Management Committee. If you feel the Chair of the Management Committee may be involved, you should approach

any member of the Management Committee. If this is not possible you should raise your concerns with the Chief Executive of NACCC. With specific regard to Safeguarding issues, that may involve a volunteer, you should initially consult with the CCC Coordinator. If you suspect they or the management committee may be related to the issue you should contact the NACCC Safeguarding Manager for advice. You can also contact your local authority Children's Services Referrals Department for advice and assistance. Contact details are available at the end of this policy. Concerns are better raised in writing. You are advised to set out the background and history of your concerns, giving names, dates and places, where possible, and the reason why you are particularly concerned about the situation. The earlier you express your concern, the easier it is for The Child Contact Centre, NACCC or your local authority Children's Services Safeguarding Team to take action. Although you are not expected to prove the truth of an allegation, you will need to demonstrate to the person contacted that there are sufficient grounds for initial enquiries to be made.

**HOW MILTON KEYNES CHILDREN'S CONTACT CENTRE WILL RESPOND:**

The action taken by the contact centre will depend on the nature of the concern. The matters raised may:

- Be investigated internally;
- Be referred to the Police;

Allegations referred directly to the NACCC or Children's Services will be dealt with in accordance with their policies and procedures. Any person who is the subject of an allegation should, at the appropriate times be given details of the allegation to respond. To protect individuals, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures (e.g. Safeguarding or discrimination issues) will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for an investigation. The following process will be followed in the event of complaints:

- Milton Keynes Children's Contact Centre will ensure that a letter is sent to confirm receipt of the complaint.

- The complaint will be acknowledged within 5 days of receipt and then be fully investigated within 28 days of when the complaint was first received. Milton Keynes Children's Contact Centre endeavours to investigate all complaints in a non-discriminatory manner.
- A letter will be sent detailing how Milton Keynes Children's Contact Centre has dealt with the complaint.

**HOW THE MATTER CAN BE TAKEN FURTHER:**

If the complaint has not been dealt with in a manner which is satisfactory to the employee, volunteer, Parent/Carer or others involved, then they can contact NACCC directly as follows:

National Association of Child Contact Centre's Telephone: 0845 4500 280 [contact@nacc.org.uk](mailto:contact@nacc.org.uk) or [www.nacc.org.uk](http://www.nacc.org.uk)

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