

# WHISTLEBLOWING POLICY

**Policy Group: HR**

**Effective: 01 May 2019**

**Approved: Gail Crossman, Director of  
Performance and Development**

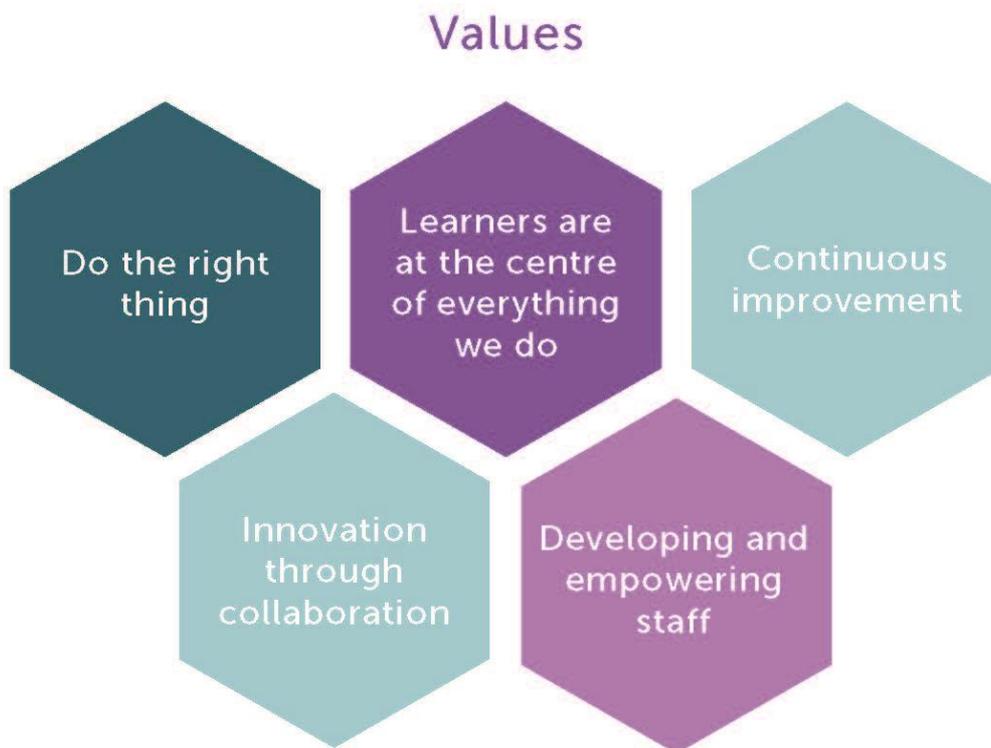
**Responsible officer: Louise Clough, Director of  
People**

**Next renew due: 31 Jan 2021**

**Ref no.: 1.5**

# GUIDANCE

Values | Vision | Tone of Voice



## Vision

Transforming lives through learning

## Tone of voice

Our tone of voice takes its direct influence from our core values.

We are passionate about people and learners and are driven to get the best out of everyone by getting to understand them. We are caring and supportive, as well as being determined and strive for growth. We talk with purpose and enthusiasm in a way that connects and empowers people.

Innovation is at the heart of Learning Curve Group and we're always thinking about what's next!

## SUMMARY CHANGES

Date	Page	Details of amendments
<b>7.1.2020</b>	<b>1</b>	<b>Deleted a repeat paragraph</b>

## I. INTRODUCTION

Learning Curve Group is committed to the highest standards of openness, probity and accountability.

An important aspect of accountability and transparency is having a mechanism to enable our people and other members of Learning Curve Group (LCG) to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve their employer and not disclose confidential information about the employer's business.

Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in relatively minor instances the line manager would be the appropriate person to be told.)

### Applies to:

All Employees, Learners, Associate Staff, and Partners. This policy applies to all colleagues however these policies and procedures do not form part of your terms and conditions and can be changed at any time as we deem appropriate. Similarly, other policies and procedures, which are referred to in this policy and which are to be found on the LCG website, do not form part of your terms and conditions of employment.

### Reason for policy:

The Public Interest Disclosure Act 1998 gives legal protection to employees against being dismissed or penalised by their employer because of reporting certain serious concerns. LCG has endorsed the provision set out below to ensure that our people will not feel at a disadvantage as a result of raising legitimate concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the company nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures.

Raising Initial  
Concern

- If an employee has a concern, they should raise it initially with their manager who can talk through their concerns
- If it is not appropriate to talk to your manager, you should raise your concerns with HR, an Exec Member using the whistle blowing report form

Formal Exploratory  
Meeting

- If the matter cannot be resolved locally, the matter will be investigated by the Director of People
- Relevant meetings will be held and a decision will be made

Formal  
Whistleblowing

- If you feel the matter hasn't been resolved, the employee can raise the matter with the CFO or CEO by using the original Whistleblowing form
- An acknowledgement will be provided within 10 days
- Investigations will take place where appropriate

## II. POLICY

This policy aims to offer guidance to facilities and support stakeholder including learners, employees, associate staff and partners to safely raise a complaint or concern.

The policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary.

These concerns could include:

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health and Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy is for disclosures about matters other than a breach of your own contract of employment. If you are concerned that your own contract has been, or is likely to be, broken, you should use the LCG grievance policy and procedure. LCG also has other policies and procedures that deal with complaints, critical or constructive comments, and appeals including the Disciplinary, Anti-Bullying and Harassment and Equal Opportunities policies that address standards of behaviour at work. Please use the relevant policy where appropriate.

### **Principles**

The key principles for whistleblowing are:

- Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. You should be watchful for illegal or unethical conduct and report anything of that nature that you become aware of.
- Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the person who raised the issue.
- No one will be victimised for raising a matter under this procedure. This means that your continued employment and opportunities for future promotion or training will not be prejudiced because you have raised a legitimate concern.
- Victimisation for raising a qualified disclosure will be a disciplinary offence.
- If misconduct is discovered as a result of any investigation under this procedure our disciplinary procedure will be used, in addition to any appropriate external measures.
- Maliciously making a false allegation is a disciplinary offence.
- An instruction given to you to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as your Line Manager, you should not agree to remain silent. You should report the matter to a Director.

## **Making a disclosure**

The policy is designed to offer guidance to those who disclose such concerns. Appendix A shows the procedure to be followed when making a disclosure. The template for the disclosure form can be found at Appendix B. Appendix C is a flow chart to show you what actions to are to be taken at each stage.

When making a disclosure, individuals must ensure:

1. It is made in good faith. If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against the individual.
2. Reasonably believe malpractice or impropriety is evident. In making a disclosure the individual should exercise due care to ensure the accuracy of the information.
3. If an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against the individual. It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the whistle blowing procedure. In an extreme case, malicious or wild allegations could give rise to civil action by the person complained about.
4. Disclosure is delivered confidentially and in a sensitive manner, by following the process described in this policy. The identity of the individual making the allegation may be kept confidential, so long as it does not hinder any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.
5. The disclosure is made in writing, even if the initial contact is by telephone. If you are worried about doing this, we would prefer you to provide an anonymous disclosure to us, rather than not raise a concern about a malpractice at all. We may need to disclose your identity where we are required to do so, for example, by law, but we take the issue of maintaining the confidentiality of whistle-blowers seriously and we will protect your identity as far as possible.

## **Reporting in good faith**

If you make an allegation in good faith, but it is not confirmed by investigation, no action will be taken against you. If, however, you make allegations that are malicious or simply to cause anger, irritation or distress, disciplinary action may be taken against you.

## **Who should I contact?**

We recognise that, due to the potential sensitivity of the situation, you may not always feel comfortable about discussing your concerns internally. As soon as you become

aware of any suspected wrongdoing, you should notify the matter to one of the people below:

- your line manager;
- your department head;
- HR;
- your Director;

Or, in situations where you feel uncomfortable in approaching these people, as you feel that they may not manage your issue appropriately or this would serve no purpose:

- The Director of people
- The Chief Financial Officer

Concerns raised under this policy will relate to our colleagues but may also relate to the actions of a third party, such as a supplier. It may be appropriate for you to raise your concerns directly with the third party where you believe that the wrongdoing identified or suspected relates solely or mainly to their conduct or is a matter which is their legal responsibility. However, you should consult your director before speaking to any third party.

### **Who can use the reporting process?**

This policy can be used by any employee, learner, associate staff, and partners. In addition, suppliers, shareholders, customers and other third parties may also use this policy to report suspected wrongdoing.

### **Learners**

Learners will be informed of the whistle blowing process, when and how it might be used at his or her induction. Learners if appropriate, should disclose their concerns to the tutor or alternatively a member of the management team, who will alert a member of the Executive Team.

### **How do I speak up and what information should I provide?**

You can raise your concerns by email, orally or in writing, stating that you are using the Whistle Blowing Policy and following the procedure in Appendix A. There is a template form in Appendix B.

We request that, when requested, you include the information below:

- an outline of the known or suspected wrongdoing;
- details, to the best of your knowledge, about when, where and how it occurred;
- a list of the names of those suspected of being involved (both within Informa and externally);
- a list of the names of anyone who may have relevant information;
- details of how you came to know about the suspected activities;

- what, if any, do you estimate to be the value of the loss to Informa or other parties;
- what, if any, breaches of internal controls, policy, procedure or other requirements you believe took place;
- any specific recommendations you have for actions;
- the names of anyone who you have discussed or reported this incident to;
- your name and contact details. Please note – these will be kept confidential as far as is reasonably practicable; and
- the date and time of making the report.

You will not be expected to prove the wrongdoing that you believe you have witnessed or suspect.

### **Anonymity**

We understand that disclosures made under this policy may involve highly confidential and sensitive matters and that you may prefer to make an anonymous disclosure. When this is the case, we will endeavour to investigate your concerns fully, although a full investigation may be impeded if we cannot obtain further information from you.

### **What happens following speaking up?**

The person you contact will acknowledge receipt of your concern within 3 working days and reply to your contact to discuss the next steps with you. If you attend any meetings as part of this process, you may choose to be accompanied to this meeting by a work colleague or recognised Trade Union Representative.

The person managing the meeting may report the incident to other internal departments. For example, in a case of suspected fraud, the Chief Financial Officer will be informed. Please be assured that these matters will always be kept confidential and where possible, the details of the person or persons reporting the incident will be removed.

### **Investigation**

We will decide how to respond in a responsible and appropriate manner under this policy. An investigation will be conducted as speedily and sensitively as possible in accordance with all relevant laws and regulations. If appropriate, you will be regularly informed on the progress of these investigations and any action to be taken. The purpose of this investigation is:

- to establish if a wrongdoing has occurred, and if so to what extent; and
- to minimise the risk of further wrongdoing, to prevent any further loss of assets, damage to reputation and to protect all sources of evidence.

We will endeavour to handle investigations as fully, promptly and fairly as possible. As far as reasonably practicable, the confidentiality of the person reporting the suspected wrongdoing will be maintained.

It is not possible to set a specific timeframe for completion of investigations in advance, as the diverse nature of potential disclosures makes this unworkable. Most investigations will be managed internally but we may appoint an external investigator or investigating team if we think it appropriate. The process for the management of investigations is outlined in Appendix A.

Any person found to be involved in any wrongdoing will be subject to investigation using the local disciplinary procedure (in the case of employees) or may have their SLA terminated (in the case of associates). Where it is believed that criminal activity has taken place, the matter may be reported to the police and appropriate legal action taken.

### **Protection**

LCG undertakes that no one who reports any concern under this policy in good faith will be subjected to any detriment for coming forward, regardless of whether or not the concern is ultimately substantiated. In the event that you believe that you are being victimised or subjected to a detriment by any person within the company as a result of reporting a concern or assisting the company in any investigation under this policy you must inform the Director of People immediately and appropriate action will be taken to protect you from any reprisal.

### **Disciplinary action**

If during the course of the investigation it is discovered that the matter has not been reported in good faith, this will be subject to investigation under the local disciplinary procedure.

### **Reporting allegations of fraud**

Fraud means any theft or other misappropriation of money or property. All actual or suspected incidents of fraud should be reported without delay to your line manager who must then notify the Chief Finance Director.

All cases involving suspected fraud, will be investigated in line with our Fraud Prevention Policy.

### III. DEFINITIONS

**Whistleblower** – a person who informs on a person or organization regarded as engaging in an unlawful or immoral activity.

**Vexatious allegations** – any complaint, concern or claim made which;

- clearly does not have any serious purpose or value;
- is designed to cause disruption or annoyance or create disproportionate inconvenience or expense;
- has the effect of harassing colleagues;
- can otherwise fairly be characterised as obsessive or manifestly unreasonable.

**Malicious allegations** – any complaint, concern or claim made where;

- there is evidence of intention to do harm or mischief, either explicit or implied
- in the absence of any clear evidence, it is reasonable to assume the complainant intended to do harm or mischief
- a genuine complaint seeks redress, malice might be implied where it is clear that no redress is sought

An allegation should not be deemed malicious simply because;

- it threatens harm or mischief (e.g. to bring LCG into disrepute) if demands for redress remain unsatisfied
- it may lead to outcomes which might be embarrassing to the company or bring the us into disrepute
- there is no obvious request for redress is stated

## IV. RELATED POLICIES

- 1.1 Disciplinary Policy
- 1.4 Anti Bullying and Harassment Policy
- 1.17 Modern Slavery and Human Trafficking Policy
- 2.10 Safeguarding Policy
- 6.2 Anti Bribery Policy
- 6.3 Fraud Prevention Policy

## Appendix 1

### How to raise a concern

These guidelines should be followed when reporting a concern.

#### *Stage One – Raising your initial concern*

If you witness or suspect there is some wrongdoing or malpractice taking place or about to take place, it is important to keep calm and discuss the issue informally with your line manager. They will help you think about what has happened and help you decide if there is a genuine problem.

If it is not appropriate to raise concerns with your line manager, then the matter should be raised with a member of the Executive Team. Your initial concern should be raised as soon as possible and submitted using the LCG Whistleblowing Report Form – Appendix 2. The aim of this early informal discussion is to promote prompt resolution. At this stage the Executive team member will ask the whistleblower for their preferred means of communication and contact details and use these for all communications with the Whistleblower to preserve confidentiality.

If the issue is resolved at this stage, no further action is required.

#### *Stage Two – Formal Exploratory Meeting*

If the concern/issue cannot be resolved locally, a formal exploratory meeting must be arranged by the Director of People. The meeting will be held with the Director of People and if necessary relevant investigating personnel. The concern will be explored and discussed fully. This meeting should be documented, and a report will be completed.

The exploratory meeting may decide:

- There is no case to answer and further action is not justified – the reason for this decision must be made clear to you
- The matter could be resolved through mediation – if you happy with this, the other party will be informed, and discussions will take place.
- An investigation maybe necessary, which may lead to a discipline process and hearing.

Any employees invoking the whistleblowing policy will be assured of a fair and impartial investigations and will be supported throughout the process. Learning Curve Group will maintain a whistleblowing policy in line with relevant legislation and good practice.

### *Stage Three – Whistleblowing*

If your concern / complaint has not been resolved at either stage one or two of this policy or if your concern requires immediate escalation to stage three, you can send (post or email) the original whistleblowing report Form along with the report to the Chief Financial Officer (CFO) OR the Chief Executive Officer (CEO) who will decide on the appropriate action.

Within 10 working days of receiving a stage three concern, the CFO or CEO will write to the discloser to:

- Acknowledge that the concern has been received
- Indicate how long it has been dealt with
- Give an estimate of how long it will take to provide a final response
- Explain whether any initial enquiries have been made
- Explain whether further investigations are to take place

If the allegation relates to fraud, potential fraud or other financial irregularity the CEO will be informed within 5 working days of receipt of the allegation. The CEO will determine whether the allegation should be investigated and the method of investigation.

If the allegation concerns suspected harm to children, the appropriate authorities will be informed immediately. If the issue is around suspected harm to vulnerable adults or young people in the Safeguarding Policy should be referred to.

If the allegation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome they will be provided with the details of the Chair of the Board should further escalation be required.

LCG recognises the lawful rights of individuals to make disclosures to prescribed persons or bodies. A full list of prescribed bodies can be found on the Government Website [www.gov.uk](http://www.gov.uk)

## Appendix 2

### Disclosure form

This form may be used to submit a report to the LCG under the Public Interest Disclosure Act 1998.

Whistleblowing Report Form	
<b>Contact Details of Reporter</b>	
Title	
Forename	
Surname	
Organisation	
Job Title	
Telephone Number	
Email Address	

<b>Contact Details of Suspect (where known)</b>	
Title	
Forename	
Surname	
Job Title	
Department / Area	
Telephone Number	
Email Address	

<b>Contact Details of Witnesses</b>	
Title	
Forename	
Surname	
Organisation	
Telephone Number	
Email Address	

Briefly describe the misconduct / improper activity and how you know about it. Specify what, who, when, where and how. If there is more than one allegation, number each allegation and use as many pages as necessary.

1. What misconduct / improper activity occurred
2. Who committed the misconduct / improper activity?
3. When did it happen / when did you notice it?

4. Where did it happen?
5. Is there any evidence you can provide?
6. Are there any other parties involved?
7. Do you have any other details you think we should know about?

## Appendix C

### Whistleblowing Process flowchart

