

Kisimul Group



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1. Introduction

- 1.1. Kisimul Group is committed to the highest possible standards of openness, integrity and accountability. In line with that commitment we expect employees and others that we deal with, who have serious concerns about any aspect of the Company's work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis, should the concern be related to Safeguarding pupils / residents.
- 1.2. The Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns **within** Kisimul Group rather than overlooking a problem or 'blowing the whistle' outside. Any concern can be voiced without fear of victimisation, subsequent discrimination or disadvantage.
- 1.3. This policy applies to all employees of Kisimul Group and any contractor working for the Company, e.g. agency worker, builders, drivers etc. It also covers suppliers and those providing services under an arrangement with Kisimul Group.

2. Principles

- 2.1. All employees will be trained in whistle blowing legislation and this policy on joining the organisation. Employees will also receive refresher training on a regular basis.
- 2.2. Kisimul recognises that its employees have a duty of care, moral and legal obligations to report all incidents where they consider children or vulnerable adults or colleagues to have been harmed or are at risk of being harmed in the course of their work.
- 2.3. Failure to report an issue which has resulted in harm to a child or vulnerable adult or colleague or being placed at serious risk of harm may result in disciplinary action being taken up to and including dismissal.
- 2.4. Kisimul considers that these obligations to report such incidents override any other considerations such as loyalty to colleagues.
- 2.5. All concerns will be treated in confidence and every effort will be made not to reveal the identity of the person raising the concern if requested. At the

appropriate time, however, he / she may need to come forward as a witness.

- 2.6. The Company will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect anyone raising concerns.
- 2.7. If a person makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against the person. If, however, a person makes an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken, up to and including dismissal or termination of contract for services, whichever is appropriate.
- 2.8. A person raising a concern is encouraged to put their name to an allegation whenever possible. Concerns expressed anonymously are much less powerful and any action taken could be limited. Anonymous concerns will be considered at the discretion of the Directors. In exercising this discretion, the factors to be taken into account would include:
 - The seriousness of the issues raised,
 - The credibility of the concern, and
 - The likelihood of confirming the allegation from attributable sources.
- 2.9. The Grievance procedure should be used to raise concerns relating to an employee's own employment.
- 2.10. Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedure which already affects an employee.

3. Types of Concerns

- 3.1. The policy is intended to cover major concerns that fall outside of the scope of other procedures. These include:
 - Conduct which is an offence or a breach of law
 - Disclosures related to miscarriages of justice
 - Neglect, sexual, emotional, financial, verbal or physical abuse of pupils / residents, grooming or any practices relating to the same.
 - Health and Safety risks, including risks to the pupils / residents as well as other employees / contractors

- Damage to the environment
- The unauthorised use of funds, fraud and corruption
- Serious maladministration
- Other unethical conduct

3.2. Any serious concerns about any aspect of service provision or the conduct of employees or others acting on behalf of Kisimul Group can be reported under the Whistle Blowing Policy. This may be about something that:

- Makes a person feel uncomfortable in terms of known standards, their experience or the standards Kisimul group subscribes to; or
- Falls below established standards of practice; or
- Amounts to improper conduct.

4. How to Raise a Concern

4.1. In the first instance, concerns should normally be raised with a Team Leader / Manager without delay after the alleged incident / wrongdoing.

4.2. However, this would depend on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice; a Director of the Company or the HR Representative may be more appropriate.

4.3. The line manager will attempt to determine if the issue being raised is a concern that falls within this policy or if it is an issue of performance which should be dealt with by re training or increased supervision. Concerns should be raised as early as possible; they may be raised verbally or in writing. A written report should use the following format:

- The background and history of the concern (giving relevant dates)
- The reason for the particular concern

4.4. There is no expectation to provide evidence or prove beyond doubt the truth of an allegation, but there should be reasonable grounds for the concern.

5. How Kisimul Group will Manage the Concern

5.1. All concerns will be acknowledged on receipt and will be dealt with as swiftly as possible, depending on the concern raised.

5.2. Where appropriate, the concern raised may be:

- Resolved informally
- Investigated by management, or through the disciplinary process
- Referred to the Police
- Referred to appropriate outside agencies

5.3. In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquires will be made to decide whether an investigation is appropriate and, if so, what form it should take. The overriding principle is the interest / safety of pupils / residents. Concerns or allegations which fall within the scope of specific procedures (e.g. safeguarding children or discrimination issues) will normally be referred for consideration under those procedures.

5.4. Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted.

5.5. The amount of contact between Management and the person raising the concern will be dependent on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, further information will be sought.

5.6. Anyone raising a concern will be given feedback that is appropriate to the concern that is raised, whilst ensuring confidentiality of any actions that have been taken.

5.7. Anonymous whistle-blowers will not ordinarily be able to receive feedback and any action taken to look into a disclosure could be limited. Anonymous whistle-blowers could seek feedback through a telephone call or by using an anonymous email address.

6. Other routes

6.1. It is hoped that all concerns can be resolved internally, however should the person raising the concern feel that it is right to take the matter outside of Kisimul group, the following are possible contact points:

- Public Concern at Work (tel: 020 7404 6609), a registered charity whose services are free and strictly confidential
- Local Citizens Advice Bureau
- Relevant professional bodies or regulatory organisations OFSTED or The

Care Quality Commission

- A relevant voluntary organisation
- The Police
- Kisimul Confidential Whistleblowing Helpline – 0800 313 4338. Relevant senior managers will be informed of any calls to the helpline and take any action necessary

6.2. If the matter is taken outside of Kisimul Group, no confidential information should be disclosed.