

# **Caring Hands in the Vale**

## **Whistleblowing Policy**

### **Introduction**

Caring Hands in the Vale ensures that, if anyone has concerns about things that happen at any of the services provided by Caring Hands in the Vale, there is a safe, fair and effective procedure to enable these concerns to be raised. We therefore have a whistleblowing policy for members of the general public, service users, volunteers and employees of Caring Hands in the Vale, and anyone involved with Caring Hands in the Vale. There is also a Caring Hands in the Vale Complaints Procedure.

### **Reporting Concerns**

If you become aware of bad practice, we encourage you to report your concerns to our Community Worker or Chair of the Steering Group without fear. Examples could include failure to uphold professional standards, danger to health and safety, possible criminal activity, or concern that a child or vulnerable adult is being put at risk,

Caring Hands in the Vale takes very seriously any form of misconduct and wants to help people to raise concerns at an early stage and in the right way. We would rather the matter was raised when it is just a concern than wait for proof.

As long as people are acting in good faith, it does not matter if they are mistaken. Caring Hands in the Vale will not tolerate the harassment or victimisation of anyone raising a genuine concern.

Caring Hands in the Vale will not tolerate someone raising a matter they know is untrue, in order to create trouble or cause mischief to the organisation or to a particular person or people. If this happens, Caring Hands in the Vale will take appropriate action.

If Caring Hands in the Vale is asked to protect someone's identity we will not disclose it without their consent (unless required to do so for legal reasons).

Caring Hands in the Vale also has a Complaints Procedure and Bullying and Harassment Policy copies of which can be obtained from the Community Worker or Chair of the Steering Group.

### **How to make contact and how concerns are dealt with**

Anyone wishing to raise a concern under this policy can use any of the following methods: speak to, email or write to the Community Worker or Chair of the Steering Group. Please say if you want to raise the matter privately so that they can make appropriate arrangements.

Chair of the Steering Group will provide you with information about the process.

The Chair of the Steering Group will assess what action should be taken. Caring Hands in the Vale will confirm its response in writing.

Caring Hands in the Vale may not be able to tell you the precise action we take if this would involve Caring Hands in the Vale breaking the confidentiality of another person.

Caring Hands in the Vale will deal with all matters raised fairly and properly.

### **Contact details**

You can contact the Chair of the Steering Group at the following address:

Caring Hands in the Vale  
c/o Vale of Evesham Christian Centre  
Bewdley Street  
Evesham  
Worcestershire  
WR11 4AD

Email: [info@chands.org.uk](mailto:info@chands.org.uk)

Tel: 01386 765946

Information in writing should be put into a sealed envelope marked for the attention of the Chair of the Steering Group at the above address, and marked Private and Confidential.