

IronOak



IRON OAK

WHISTLEBLOWING POLICY

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Control Sheet

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01	January 2024	Head of People	<ul style="list-style-type: none"> • Removal of reference to previous parent group. • Provided greater detail as to the policy and procedure.

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1. Introduction

- 1.1. IronOak Homes Limited (IronOak) is committed to achieving the highest possible standards of service and ethical standards.
- 1.2. This document sets out IronOak's Whistleblowing policy and encourages employees to not overlook any concerns they may have but to raise those concerns within the organisation through a supportive network.
- 1.3. The policy forms part of IronOak's Anti-Fraud and Corruption strategy and provides a structure for employees to raise any serious concerns about any aspect of IronOak's work without the risk of any subsequent detriment or disadvantage.
- 1.4. This policy is in addition to IronOak's Complaints and Grievance Procedures. It does not form part of the Disciplinary Procedure, although disciplinary action may result from the application of this policy.

2. Purpose

- 2.1. This policy applies to:
 - All IronOak employees
 - Workers, including agency staff, consultants, self-employed individuals and trainees engaged to work in IronOak establishments
 - Contractors working for IronOak on IronOak premises and suppliers.
 - Organisations working in partnership with IronOak
 - Volunteers working with or for IronOak (note that Volunteers are not currently covered by Public Interest Disclosures Act 1998)
- 2.2. This policy does not apply to:
 - Members of the general public. Concerns raised by the general public should be made via IronOak's Complaints Procedure.
- 2.3. Procedures are in place to enable employees to lodge a grievance relating to their own employment. Any serious concerns that an employee has about an aspect of service provision or the conduct of anyone employed by or working for IronOak, can and should be reported under this Whistleblowing policy.

3. Roles and Responsibilities

- 3.1. Both managers and employees have a responsibility within this procedure.
- 3.2. Managers will:
 - Ensure the Whistleblowing procedures are followed correctly, seeking advice from the Head of People where they are unsure/as appropriate.

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- Support employees who raise concerns under this procedure to ensure that they do not suffer detriment as a result of their action e.g. loss of status/income/ conditions of employment/adverse treatment by those implicated.
- Inform the IronOak's Monitoring Officer (Head of People) when a concern is raised to them.
- Protect the identity of an employee who raises concerns, by only telling those who need to know and asking them to respect the confidentiality of this information.
- Ensure that, even in the case of anonymity, the employee is aware that any investigation may reveal the source of the information, and that they may be asked to give a statement as part of the process of gathering evidence.
- Where managerial or procedural action through a different policy e.g. Disciplinary, is being taken against the employee who has raised concerns, the manager should contact the Head of People who in turn will contact the IronOak's Monitoring Officer (Chief Financial Officer), and other appropriate colleagues, to decide whether that action should be delayed whilst an investigation under the Whistleblowing procedure takes place.

3.3. Employees/Workers will:

- Not blow the whistle for personal gain or with malicious intent but use this procedure to raise genuine concerns when they believe that to do so is in the public interest.
- Reasonably believe their allegations and the information they provide are substantially true.

4. Principles

4.1. The policy and procedure contained within this document is founded on the following principles:

- That employees have a legal right to report their concerns if they have a reasonable belief that wrongdoing may be occurring, or may have occurred, within IronOak.
- That the Public Interest Disclosure Act 1998 protects employees from reprisal, victimisation or harassment at work if they raise a concern that they reasonably believe is in the public interest.
- To encourage employees to raise concerns within IronOak initially, rather than overlooking a problem or blowing the whistle outside.
- To encourage and enable individuals to raise concerns about any aspect of IronOak's work and receive feedback on any action taken without fear of reprisal
- To ensure that individuals receive a timely response to their concerns.
- Not to discriminate against any individual in the application of this policy and procedure on the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, maternity and pregnancy, race, religion or belief, sex, sexual orientation, or other grounds protected in law (e.g. part-time worker status, trade union membership or HIV positive status).

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5. Definition of Whistleblowing

5.1. Whistleblowing occurs when an employee raises a concern about dangerous or illegal activity that they are aware of through their work and that may affect others, e.g. residents, members of the public, or their employer. A concern raised, also known as a protected disclosure under the Public Interest Disclosure Act 1998, must be in the public interest to qualify for protection.

5.2. The Whistleblower may not be directly or personally affected by any danger or illegality. Consequently, the Whistleblower rarely has a personal interest in the outcome of the investigation and as such should not be expected to prove their case. Instead, he or she may raise the concern, also known as a protected disclosure, using the process outlined in this policy, so that others can address it.

5.3. Concerns that are covered by this policy include:

- Conduct which is an offence or breach of law
- Failing to comply with a legal obligation although not usually in terms of an employee's employment unless it is in the public interest
- Health and Safety risks, including risks to the public as well as employees/workers
- Damage to the environment
- Abuse of residents
- Safeguarding concerns relating to children, young people or vulnerable adults
- Practice which falls below established standards of practice
- Possible fraud, corruption or financial irregularity including unauthorised use of Trust funds (please see the IronOak Anti-Fraud and Corruption Policy)
- Unreasonable conduct resulting in unfair pressures on staff
- Any other unethical conduct
- Covering up information about anything listed above

5.4. This policy incorporates provisions that are required from the Public Interest Disclosure Act 1998.

6. Exclusions

6.1. This policy does not cover the following cases:

- Issues raised by the general public – in these instances IronOak's Complaints Procedure should be used
- Issues raised by an employee about their own employment – this is dealt with through the grievance procedure
- Concerns regarding Safeguarding will be raised under the Whistleblowing Policy to ensure that the employee raising the concern is protected by Public Interest Disclosure Act 1998. However, the concern itself may have to be dealt with under the Disciplinary Policy.

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- This policy is not to be used as an appeal mechanism for other procedures i.e. following an unfavourable outcome from a grievance procedure unless employees feel that the process in another procedure was significantly and seriously compromised.
- Employees/workers must not use dismissal or redundancy selection as sole reasons for making a disclosure under this policy.

7. Misuse of the Policy

- 7.1. IronOak will take seriously any concerns raised that are subsequently proven to have been made maliciously. Any employee who is found to have acted maliciously, may be subject to IronOak's Disciplinary Policy and Procedure.
- 7.2. If, however, an employee raises a concern from an honest and reasonable belief that it is in the public interest that is not later confirmed by investigations, no action will be taken against that employee.

8. Confidentiality and Anonymity

- 8.1. If a concern is raised in confidence, the employee's identity will not be disclosed without their consent, unless required by law. If the situation arises where IronOak is unable to resolve the concern without revealing the identity, e.g. because evidence is needed in court, this will be discussed first with the employee who raised the concern to agree how to proceed. However, IronOak will not disclose the identity of the whistleblower to the person who is the subject of the disclosure or others not involved in the investigation unless it is required by law and only with prior consent from the whistleblower.
- 8.2. It is important to note that it will be much more difficult to investigate the matter or proceed in instances where a concern is raised anonymously. Accordingly, whilst IronOak will consider anonymous reports, it may not be possible to apply all aspects of this policy for concerns raised anonymously.
- 8.3. It is expected that all parties involved in the whistleblowing process will maintain strict confidentiality throughout by ensuring that only the people who need to know have access to details of the case (with the exception of any legal obligations requiring action from IronOak, e.g. in health and safety matters).
- 8.4. Any person found to have breached the terms of this policy in relation to confidentiality may be subject to action under IronOak's Disciplinary procedures.

9. Safeguarding

- 9.1. If an employee has a concern that any person who works with children, young people or vulnerable adults, in connection with his/her employment or voluntary activity, has:
 - behaved in a way that has harmed a child, young person or vulnerable adult or may have harmed a child, young person or vulnerable adult

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- possibly committed a criminal offence against or related to a child, young person or vulnerable adult
- behaved towards a child, young person or vulnerable adult in a way that indicates they may pose a risk of harm to children, young people or vulnerable adults the employee should raise the concern via the Whistleblowing Policy as this policy affords the employee protection under the Public Interest Disclosure Act 1998. It is important that a safeguarding concern is raised as a matter of urgency as the safety of others may be dependent upon the concern being dealt with swiftly. The concern may then have to be dealt with under the procedures surrounding Safeguarding Vulnerable Adults.

10. Raising a concern under the Whistleblowing Policy

- 10.1. In the first instance, the employee should raise their concern orally or in writing with their immediate manager, or, if the concern involves the direct line manager, the line manager's manager.
- 10.2. Alternatively, if the employee feels unable to raise a concern to an appropriate level of line management, they should contact The Head of People or email the dedicated whistleblowing inbox on whistleblowing@IronOakhomes.co.uk.
- 10.3. Workers, such as agency workers or contractors, should raise a concern with their contact within IronOak, usually the person to whom they report, or via whistleblowing@IronOakhomes.co.uk.
- 10.4. The employee must make it clear that they are raising the concern under the Whistleblowing policy.
- 10.5. If they wish to remain anonymous, they should make this clear to the person they contact.
- 10.6. Employees will not be required to provide evidence of the concern but will be expected to demonstrate that there are reasonable grounds for raising the issue.
- 10.7. Employees should have nothing to fear by reporting concerns and individuals who do invoke the Whistleblowing procedures will be seen as 'witnesses' rather than 'complainants' by IronOak.
- 10.8. Any investigations that are deemed necessary following the reporting of a concern will not be influenced by any disciplinary or redundancy procedures that may already affect employees.
- 10.9. If an initial concern raised within IronOak includes any possible financial irregularity, the CFO Director should be informed by the Head of Department.

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10.10. The employee has a right to be accompanied by an accredited trade union representative or work colleague at any meeting throughout the Whistleblowing process.

10.11. The manager may at their discretion allow the employee to bring a companion who is not a colleague or trade union representative where this will help overcome a particular difficulty caused by disability, or where the employee has a difficulty understanding English.

11. Formal Stages of the Whistleblowing Procedure

11.1. There are three possible stages to IronOak's formal Whistleblowing procedure:

Stage 1:

In the first instance, the employee should raise their concern orally or in writing with their immediate manager, or, if the concern involves the direct line manager, the line manager's manager. If the concern involves a Head of Department an approach should be made to the Head of People or contact made using whistleblowing@IronOakhomes.co.uk.

The Manager will then refer the matter to the appropriate Head of Department (ELT Member). Where concerns raised involve Children, Young People or Vulnerable Adults, the appropriate process should be followed. (See Section 11 in the Whistleblowing Toolkit for Managers and Employees for further information).

Stage 2:

If the employee is dissatisfied with the outcome at Stage 1, they may opt to take the matter to Stage 2 by writing to the Head of People.

Following a Hearing at Stage 2 if the employee is dissatisfied with the way in which procedures were followed, prior to taking their concerns outside IronOak, they should put their concerns in writing to the Head of People in order that concerns may be addressed.

Stage 3:

If the employee is dissatisfied with the outcome at Stage 2, they may opt to take the matter to Stage 3, by raising the concern outside IronOak.

At Stage 3, the employee is entitled to take their concern to any of the following:

- **Local Authority safeguarding team**
Contact details will be available on the website of the local authority within which you are working.
- **Regulator of Social Housing**
Referrals and Regulatory Enquiries team
Regulator of Social Housing
7-8 Wellington Place
Leeds LS1 4AP
By email: enquiries@rsh.gov.uk

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By telephone: 0300 124 5225. Choose option 3

- **Police**
101 non-emergency 999 emergency

12. Investigation

12.1. When a concern is raised through the Whistleblowing Policy, it may be necessary to carry out an internal enquiry. In this instance, an Investigating Officer will be appointed by the Hearing Officer (the manager conducting the meeting regarding the concern) and is responsible for investigating events surrounding or leading to the concern raised.

12.2. The Investigating Officer will meet any other parties or witnesses named in the investigation or deemed to be relevant. At this point, a written summary of interview notes and any findings should be produced for the Hearing Officer.

12.3. If further allegations or information come to light during the course of the investigation the Hearing Officer must be kept informed.

13. Action under the Whistleblowing Policy

13.1. The employee should be kept informed as to what decision has been made and an explanation given for the decision. However, it may not be possible to tell the employee the precise action that may be taken as a result as this may infringe a duty of confidence owed by IronOak to another employee.

13.2. Prior to any investigation, the Head of Department may decide to:

- Take action without the need for an investigation
- Take urgent action before an investigation takes place, e.g. suspension of an employee, if sufficient initial evidence indicates this is warranted. See the Disciplinary Policy for details on Suspension.
- Undertake an investigation e.g. through the disciplinary procedure, Safeguarding Vulnerable Adults process or by internal audit through the Anti-Fraud and Corruption Policy if the case involves financial irregularity or corruption.
- Refer the concern straight to the police. If a concern is referred straight to the police, then an internal investigation must not be carried out as the police will wish to speak to all parties involved.
- Arrange an independent enquiry

13.3. If a decision is made to take action under another policy e.g. Disciplinary, after an investigation, the Head of Department should:

- Write to the employee who has raised the concern to inform them of the outcome within 5 working days of the meeting, copying in IronOak's Monitoring Officer.
- Give reasons for the decision made and explain that the employee has a right to take the matter to the next level and give details of how they should do this.

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13.4.If, following the use of the Whistleblowing procedures, an individual believes they are being subjected to detrimental treatment by any person within IronOak, they must inform their relevant Line Manager immediately and appropriate action will be taken to protect them from any reprisals.

13.5.As part of IronOak's commitment to dealing with concerns raised via this policy, any person who victimises or harasses an individual as a result of their having raised a concern under the procedure may be subject to IronOak's Disciplinary Policy and Procedure.

13.6.Similarly, any person who deters or attempts to deter any individual from genuinely raising concerns under this policy may also be subject to IronOak's Disciplinary Policy and Procedure.

14. Records

14.1.IronOak's Monitoring Officer (Head of People) will keep a central register of all concerns raised relating to IronOak clients, partners agencies, suppliers and staff. Confidential HR records of the outcome of any concerns raised will also be maintained.

14.2.Records should not be kept on the file of the individual who raised the concern under any circumstances.

14.3.As part of the ongoing review of the effectiveness of this policy, an annual report will be issued to the Audit and Risk Committee of all concerns raised under the Whistleblowing policy.

15. Further Guidance

15.1.Further guidance for managers is contained in the relevant toolkits listed below, for all parties involved during the Whistleblowing process:

- Whistleblowing Toolkit
- Safeguarding Toolkit

15.2.External agency guidance can be found at:

- Speak Up www.wbhelpline.org.uk
- <https://www.gov.uk/guidance/regulator-of-social-housing-and-housing-ombudsman-service-factsheet?>

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