

## 1.5 TRCH/SEC Policy: Raising a concern (whistle-blowing)

The Trinity Rooms Community Hub is committed to being open, honest and accountable. It encourages a free and open culture in its dealings between people.

This policy aims to help people involved with the Trinity Rooms to raise any serious concerns they may have with confidence. TRCH will not victimise, or disadvantage in any way, those who raise concerns.

This policy addresses concerns about wrongdoings such as:

- a criminal offence
- a failure to comply with any legal obligation
- a failure in the protection of children or vulnerable adults
- a health and safety risk
- damage to the environment
- concealment of any of the above

People who raise a concern do not need to prove the wrongdoing they think has occurred or may occur. However, if someone knowingly or maliciously makes an untrue allegation TRCH will take appropriate action.

### How to raise a concern

Individuals should report their concern to the Centre Manager, or a volunteer buddy, or a Trustee, who should deal with the matter, involving other people (generally Trustees) as appropriate.

Where possible, people should raise their concerns in writing, setting out the background and history of the matter (giving names, dates and places where possible) and indicating the reasons for their concerns.

### Protecting the person who is raising the concern

If a person raises a concern which they believe to be true, TRCH will take appropriate action to protect them from any harassment, victimisation or bullying.

The matter will be treated confidentially if the person requests it, and their name or position will not be revealed without their permission unless TRCH has to do so by law. In other circumstances the concern cannot be resolved without revealing the person's identity, the Chair of Trustees will discuss with them whether and how to proceed.

Concerns raised anonymously are harder to deal with but the Chair of Trustees will decide whether or not to consider the matter taking into account:

- the seriousness of the matter
- whether the concern is believable
- whether an investigation can be carried out based on the information provided.

### How TRCH/SEC will deal with the concern

This will depend on the nature of the concern. It is likely that further enquiries and/or an investigation will be necessary. The concern may be investigated by SEC Trustees or it may

be referred to the police, other agencies such as Social Services, an external auditor or an independent investigator.

It may be necessary for the whistle-blower to give evidence in criminal or disciplinary proceedings.

SEC Trustees will give feedback on the progress and outcome of any investigation wherever possible. If the suspicions are not confirmed by an investigation, the matter will be closed. People will not be treated or regarded any differently for raising a concern, and their confidentiality will be protected.

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