



WHISTLEBLOWING POLICY

If a Trustee, employee, volunteer, service user or member of Mind in Croydon becomes aware that an activity, practice or policy carried out by the charity is illegal, contrary to the charity's policies or best practice or otherwise gives cause for concern, they may 'whistle blow' by informing the Charity's Chief Executive or Trustees.

If it is felt that the Chief Executive or Trustees have not resolved these matters satisfactorily, the person can raise these matters with the appropriate regulatory body e.g., the police, social services or the Charity Commission. Examples of such concerns could include financial malpractice, a criminal offence, endangering health and safety, damage to the environment, or incompetent practice. The Public Interest Disclosure Act protects workers from victimisation when they blow the whistle inside and (if there is good reason) outside of the organisation.

Mind in Croydon is committed to maintaining the highest standards of honesty, openness and accountability in all aspects of its role and responsibilities. Trustees, employees, volunteers, service users or stakeholders of Mind in Croydon are therefore assured that they can confidentially raise concerns that relate to improper behaviour within the organisation without putting their relationship with Mind in Croydon or in the case of employees, their jobs, at risk.

Mind in Croydon strongly encourages everyone to feel confident enough to report any concerns they may have using the organisation's own whistleblowing procedures (below). Providing people make a report in good faith then even if their concerns are not confirmed by subsequent investigation their actions will be valued and appreciated.

Employees will not be liable to disciplinary action as a result of whistleblowing and their job will not be at risk. Only if a false report is made maliciously or for personal gain, or if an employee knowingly withholds information that they should have disclosed, will they be liable to face disciplinary action. Mind in Croydon will take all reasonable steps to preserve anonymity of any whistle-blower whenever possible. The independent charity Protect can give advice about whistleblowing and raising concerns about serious malpractice. Their telephone number is 020 3117 2520 and their website is www.protect-advice.org.uk.

Mind in Croydon Whistleblowing Procedure

If you suspect malpractice, incompetence, a criminal offence, inadequate health and safety practice, or if you have any other serious concerns about the way Mind in Croydon operates then you must:

- Raise the issue with the manager of the service. If the matter is straightforward and it is clearly within the manager's power to resolve the issue then they should take appropriate action in response.
- If you are not satisfied with the response, (or if the matter concerns the person directly and you do not feel that you can approach them in the first place) then you can contact the Chief Executive of Mind in Croydon. The Chief Executive will arrange to investigate the issue and/or will hand over any relevant information to bodies such as the Police, Inland Revenue etc. for investigation.
- If you are still not satisfied with the response, or if you do not feel that you can go to the Chief Executive because the matter concerns them/them directly, then you can contact the Chair of Mind in Croydon.
- Your concerns will be investigated and you will receive feedback as to how the matter has been handled. If employees raise concerns appropriately and in good faith via the channels listed above then they are protected by their legal rights. Their anonymity will be preserved as far as is reasonably practical and they will be protected from victimisation.

Reviewed and Updated by the Board of Mind in Croydon – May 2023