

# Whistleblowing (Speak Up) Policy

## 1. Purpose

Safe Skills Training Ltd is committed to operating lawfully, ethically, and safely. We encourage anyone working with us to raise concerns about wrongdoing, unsafe practice, or behaviour that could harm learners, clients, staff, associates, or the public.

This policy explains:

- What whistleblowing is
- What concerns should be raised
- How to raise a concern and what will happen next
- How we protect people who speak up in good faith

## 2. Scope

This policy applies to:

- Employees
- Associates/subcontractors
- Volunteers (if used)
- Anyone delivering services on behalf of Safe Skills Training Ltd

It may also be used by learners or clients who wish to raise a serious concern about wrongdoing.

This policy should be read alongside:

- Code of Conduct and Professional Standards Policy
- Health and Safety Policy
- Safeguarding Policy
- Incident, Accident and Near-Miss Reporting Policy
- Equality, Diversity and Inclusion (EDI) Policy
- Data Protection Policy and Privacy Notice
- Information Security Policy
- Complaints Policy
- Appeals Policy
- Conflicts of Interest Policy
- Malpractice and Maladministration Policy

### 3. What is whistleblowing?

Whistleblowing is raising a concern about wrongdoing that is in the public interest. It is different from:

- **A complaint** (service dissatisfaction)
- **An appeal** (assessment/decision challenge)
- **A personal grievance** (employment-related issue affecting you personally)

If you are unsure which route to use, raise the concern using this policy and we will direct it appropriately.

### 4. Principles

We will:

- Take all concerns seriously
- Act promptly and proportionately
- Keep information confidential as far as possible
- Protect anyone who raises a concern **in good faith** from retaliation
- Keep clear records and follow up actions

We expect everyone working with us to:

- Speak up early
- Provide honest information
- Cooperate with any review or investigation

### 5. What concerns should be raised?

You should use this policy if you believe any of the following may be happening (or has happened):

- A criminal offence (e.g., fraud, theft)
- Breach of a legal obligation (e.g., data protection, health and safety)
- Safeguarding concerns (adult at risk or child)
- Risk to health and safety of learners, clients, staff, or the public
- Unsafe or poor practice that could lead to harm
- Deliberate concealment of wrongdoing
- Serious conflicts of interest not disclosed
- Malpractice or maladministration (e.g., falsifying records, improper certification)
- Bullying, harassment, discrimination, or victimisation that creates risk or systemic harm

## 6. When to use other policies

- **Immediate danger:** Call emergency services (999) and follow the client site's emergency procedures.
- **Safeguarding:** Follow the Safeguarding Policy (you can still use this policy to raise concerns about how safeguarding is handled).
- **Service dissatisfaction:** Use the Complaints Policy.
- **Assessment decisions:** Use the Appeals Policy.
- **Incidents/accidents/near-misses:** Report under the Incident, Accident and Near-Miss Reporting Policy.
- **Personal employment matters:** Use the Grievance Policy.

## 7. How to raise a whistleblowing concern (must speak to someone)

### 7.1 Primary reporting route

You must raise whistleblowing concerns by **telephone** so that you can **speak with someone** and ensure the concern is received and understood.

Telephone: **0330 043 4663** (Director/Lead Educator)

- **Email alone is not acceptable** for whistleblowing concerns.
- You must ensure you **speak with someone** and receive confirmation that the concern has been received.

If the call is not answered, you must:

1. Leave a voicemail (where available), and
2. Continue to attempt contact until you have spoken with someone, and
3. Follow up by email to [andy@safeskillstraining.com](mailto:andy@safeskillstraining.com) once contact has been made (to confirm key details in writing).

### 7.2 What information to provide

Please share as much as you reasonably can:

- What happened (facts, not assumptions)
- When and where it happened
- Who was involved (names/roles if known)
- Any witnesses
- Any evidence (documents, screenshots, records)
- What outcome you believe is needed to make things safe/put things right

You do not need to prove the concern. If you raise it honestly and in good faith, we will take it seriously.

### 7.3 Anonymous concerns

You can raise a concern anonymously. However, anonymity may limit our ability to:

- Clarify details
- Provide feedback
- Take effective action

Where possible, we encourage you to provide a way to contact you.

## 8. What happens next

### 8.1 Acknowledgement

We will acknowledge the concern as soon as reasonably possible.

### 8.2 Initial review

We will consider:

- The nature and seriousness of the concern
- Any immediate safety actions needed
- Whether the concern should be handled under safeguarding, health and safety, data protection, quality assurance, complaints, appeals, or disciplinary processes

### 8.3 Investigation and actions

Actions may include:

- Fact-finding and review of records
- Speaking with relevant people
- Immediate risk controls (e.g., stopping an activity)
- Corrective actions and training
- Referral to an external body where required (e.g., safeguarding authority, regulator, police, insurer)

We will act proportionately and as quickly as practicable.

### 8.4 Feedback

We will provide feedback where we can. However, we may be limited by:

- Confidentiality

- Data protection
- Safeguarding requirements
- Legal or contractual restrictions

## 9. Confidentiality and data protection

We will handle whistleblowing information sensitively and lawfully.

We will keep your identity confidential as far as possible. However, there may be circumstances where disclosure is necessary, for example:

- To protect someone from harm
- Where required by law
- Where a fair process requires it

If disclosure becomes necessary, we will explain this as early as possible.

## 10. Protection from retaliation

Safe Skills Training Ltd will not tolerate retaliation against anyone who raises a concern in good faith.

Retaliation may include:

- Threats
- Unfair treatment
- Loss of work opportunities (for associates)
- Bullying or harassment

Any retaliation will be treated as a serious matter and may result in disciplinary action or termination of engagement.

## 11. Malicious or knowingly false reports

If a concern is raised maliciously or is knowingly false, this may result in disciplinary action or termination of engagement.

This does not apply where someone is mistaken but raised the concern honestly.

## 12. Roles and responsibilities

- **Policy owner:** Director/Lead Educator
- **Responsible person for receiving concerns:** Director/Lead Educator

Where the concern relates to the Director/Lead Educator, the concern should still be raised using the contact route in section 7. Safe Skills Training Ltd will then arrange an appropriate independent review route (for example, using a competent external adviser).

### 13. Review and version control

- **Review frequency:** Annually, or sooner if legal requirements or business arrangements change

#### Version control

Version	Date	Summary of changes
1.0	19/04/2026	First issue

---

**Safe Skills Training Ltd** Website: <https://www.safeskillstraining.com> Email: [andy@safeskillstraining.com](mailto:andy@safeskillstraining.com) Business phone: 0330 043 4663