



Whistleblowing Policy

What is whistleblowing?

Whistleblowing is the term used when a person passes on information concerning wrongdoing. In this guidance, we call that “whistleblowing reports” or “raising concerns”.

Our Policy

Jack and Pals Therapy Dogs want to encourage a trusting and supportive environment for all our volunteers, and wider community. Jack and Pals Therapy Dogs take malpractice or misconduct seriously and is committed to a culture of openness, trust and respect in which every volunteer can report legitimate concerns and be assured of protection against victimisation.

Any person that raises concerns under this policy can be assured that any matter raised will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the person who raised the concern.

We will listen to whistleblowing reports, treat them seriously, and try to resolve them as quickly as possible and learn from them so that we can continuously improve.

The purpose of this policy is:

- To enable Jack and Pals Therapy Dogs to act quickly against any potential malpractice to ensure it conducts its business with the highest standards of integrity and honesty at all times;
- To identify risks that Jack and Pals Therapy Dogs may not know about;
- To remind volunteers and the public to speak out in confidence if they have concerns and to be assured that they do not need to provide evidence for their concerns to be raised;
- To raise awareness of the importance of preventing and eliminating wrongdoing. Volunteers and our communities should be watchful for illegal or unethical conduct and report anything of that nature that they become aware of.
- To reassure any person raising concerns will be protected from possible reprisals or victimisation having made a disclosure in good faith;
- To highlight that there are other routes to raise concerns if a person feels that they cannot speak up

This policy and procedure set out how Jack and Pals Therapy Dogs will deal with whistleblowing contacts from its volunteers and the general public.

What types of concerns are covered?

- Conduct which is an offence or a breach of law, including but not limited to corruption, fraud or bribery
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- The unauthorised use of public funds or other financial irregularities
- Sexual or physical abuse
- Other unethical conduct
- Concealment of any of the above

This Policy cannot be used to question financial or business decisions taken by Jack and Pals Therapy Dogs and nor should it be used to reconsider any personal grievances such as bullying, harassment and discrimination which are not covered by whistleblowing legislation. In such cases our bullying and harassment policy should be used.

Confidentiality

Jack and Pals Therapy Dogs will ensure that all concerns raised will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, we may ask you to come forward as a witness. This policy encourages you to provide your name and contact details on your concern whenever possible, if you do not do so we are unable to go back to you for further information, which can make investigating the concerns that were raised difficult.

Please note that you:

- Must disclose the information in good faith
- Must believe it to be substantially true
- Must not act maliciously or make false allegations
- Must not seek any personal gain.

Jack and Pals Therapy Dogs recognise there may be matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary, we reserve the right to make such a referral without an individual's consent.

Protection From Detriment

Wrongdoing reported by a volunteer will typically (although not necessarily) be something they have witnessed during a visit.

- In the event that a person believes they are being subjected to a detriment by any other person within Jack and Pals Therapy Dogs as a result of their decision to disclose, they must inform the Whistleblowing Officer, Mike Withington, and appropriate action will be taken to protect them'
- If any person tries to discourage another volunteer from coming forward to express a concern, or criticises or victimises them after a concern has been raised, he or she may be subject to Formal disciplinary action
- We will do everything possible to maintain confidentiality. However, there may be circumstances where the information may need to be discussed or disclosed to third parties, including other volunteers of Jack and Pals Therapy Dogs in order that the information may be properly investigated or as part of any disciplinary or criminal proceedings
- Individuals qualify for whistleblower protection provided the disclosures made have a
- Connection to the wider public interest.

Untrue Allegations

If an individual makes an allegation or raises concerns in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if they persist with making them, action may be taken against that individual.

Resolving concerns and complaints

As with many other organisations, most concerns that are raised can be quickly resolved through either a telephone call or email to one of the trustees. We prefer to receive complaints in writing so if you make a complaint in person or over the phone you may be asked to follow this up in an email.

We keep a record of all correspondence relating to whistleblowing and the final outcome. We may report instances of whistleblowing to all our trustees, but will never provide details of the content of the complaint or the complainant.

Any person raising concerns under this policy can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our volunteers dealing with your concern with the same courtesy, respect and fairness. We will deal with your concern promptly and will not treat you less favourably than anyone else because of your sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed); sexual orientation; colour or race (this includes ethnic or national origin or nationality); disability; religious or political beliefs, or trade union affiliation or any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

If you feel your complaint has not been resolved to your satisfaction you will be provided with an opportunity to escalate the complaint within a reasonable timeframe. The process for escalation is provided in the Complaints Procedure below.

Policy Owner

The current owner of this policy is the Whistleblowing Officer, Mike Withington, Trustee, who is responsible for reviewing the policy at every two years from date of last approved version.

A confidential log of all concerns raised will be kept by the Whistleblowing Officer and anyone involved in any concern raised will retain all relevant correspondence until after the completion of an investigation and all escalation routes have been exhausted, and the outcome of any investigation has been reported to the person who raised the concern.

Whistleblowing Procedure

If it is not possible to resolve your concerns informally or if you consider the matter is too serious to be handled informally, you can follow the formal procedure.

You should email your concerns to mike@jackandpals.org with 'WHISTLEBLOWING' included in the email title. Our Whistleblowing Officer, Mike Withington, Trustee will contact you to acknowledge receipt of your concerns and give guidance on next steps.

Alternatively, you can contact the whistleblowing hotline on 07795578284.

To help ensure your concerns are addressed as soon as possible please provide as much information as possible as missing or inaccurate information can lead to a delay. For your concerns to be reviewed, it is important the following information is supplied:

- Your full name
- Date that the concern is raised
- A summary of your concerns
- Details of any witnesses or supporting evidence
- Details of steps you have taken to resolve this matter informally.

What happens next

In normal circumstances, you can expect your contact to be acknowledged within five working days of receipt and to receive a response to it within 20 working days.

The Whistleblowing Officer will arrange an investigation into the concern raised, and will undertake the investigation.

The investigation may involve a volunteer, a trustee or a member of the public and any other individuals involved giving a written statement. Any investigation will be carried out in accordance with the Policy set out above. The statement of the person raising concerns will be taken into account, and they will be asked to comment on any additional evidence obtained.

If disciplinary action is required, the Investigating Officer will report the matter to the trustees and start the disciplinary procedure.

On conclusion of any investigation, the person who raised concerns will be told the outcome of the investigation and what Jack and Pals Therapy Dogs has done, or proposes to do, about it. If no action is to be taken, the reason for this will be explained.

Review

This policy will be reviewed annually or following a serious incident, whichever comes first.

Adopted 1st May 2026

Review Date: 1st May 2027

Signed: Michael Withington – mike@jackandpals.org