



Whistleblowing Policy

Published: October 2024

Completed by: Rebecca Freeman

Reviewed: Rebecca Freeman 03/09/2025

Next Review Date: 21/07/2026

Illuminate AP Whistleblowing Policy

Introduction:

This policy encourages employees, volunteers, and contractors at **Illuminate AP** to report any suspected or actual occurrences of illegal, unethical, or inappropriate behaviour or practices without fear of retribution.

Scope:

This policy applies to all employees, volunteers, contractors, and parents associated with **Illuminate AP**. It includes, but is not limited to, irregularities, misconduct, malpractice, child abuse, neglect, and any risks to the safety and well-being of the children and young people in our care.

Safeguarding:

Protection:

This policy is designed to protect individuals who disclose concerns, provided that:

- The disclosure is made in good faith.
- The individual making the disclosure reasonably believes the concern highlights malpractice or wrongdoing.

Illuminate AP will treat all such disclosures confidentially and sensitively. The identity of the person making the disclosure may be kept confidential unless legal obligations require otherwise. All disclosures and concerns can be sent via email to Rebecca@illuminateap.co.uk and will be handled confidentially by the appropriate Senior Leadership Team (SLT) members. Alternatively, concerns can be reported anonymously through the Staff Whistleblowing available on the website. While anonymous concerns are less credible, they may still be considered at the discretion of **Illuminate AP**. The policy encourages individuals to attach their names to the concerns they raise.

Untrue Allegations:

If an individual raises a concern in good faith that is later not substantiated by investigation, no action will be taken against that person. However, if an allegation is found to be malicious or vexatious, disciplinary action may be taken against the individual responsible.

Procedure:

Initial Reporting: Concerns should initially be raised with immediate line managers. If the concern is serious, or if the response is inadequate, the matter can be escalated to the Operational Managing Director or Director by emailing Rebecca@illuminateap.co.uk or Brian@illuminateap.co.uk, ensuring confidentiality when the matter is shared with the appropriate members of the Senior Management Team or the Board of Directors.

Alternatively, concerns can be submitted anonymously through the Staff Whistleblowing form on the **Illuminate AP** website, which will direct them to the relevant members of the management team for investigation.

Escalation

If the concern involves the immediate line manager, the individual should escalate the issue to the next level of management. If the concern relates to the highest authority within **Illuminate AP**, the individual may report it to an external organisation called **Say So**.

You can visit www.say-so.co.uk for more information about the service. To report any concerns, visit the website and use the online reporting tool (available 24/7). The site will explain your options to:

1. Report openly,
2. Report in confidence, or
3. Report anonymously.

Alternatively, you can call **Say So** on (freephone) **0800 321 3546**. An agent will take your details and explain your options regarding:

1. Reporting openly,
2. Reporting in confidence, or
3. Reporting anonymously. (Please note: this service is available Monday to Friday, 09:00-17:00, excluding bank holidays.)

Say So is commissioned to securely manage these reports and will pass concerns to a nominated board-level manager within the company. Confidential or anonymous reporters will not be identified.

Internal Process

Once a concern is received, **Illuminate AP** or **Say So** will assess the concern and determine the appropriate action. This may involve an informal review, an internal enquiry, or a formal investigation. Where possible, we will inform you of who is handling the matter, how you can contact them, and any further assistance we may need from you. We will carefully consider all reports received and take action where justified. We also pledge to provide feedback to known reporters.

When raising a concern, it is helpful to explain how you believe the issue might be resolved. If you have a personal interest in the matter, please disclose this at the outset. If we believe your concern falls more appropriately under our grievance, harassment, or bullying procedures, or another relevant process, we will inform you (if your identity is known).

Illuminate AP commits to addressing concerns promptly. Where necessary, immediate steps will be taken to resolve the issue as soon as practicably possible.

Outcome

The final resolution of the concern may take some time, but an outcome should be available in most cases within 10 working days. Following the investigation, steps will be taken to provide feedback to the reporter. If learning or development arises from the matter, this will be circulated internally.

In cases where disciplinary action results, specific details may not be fully shared with the reporter in line with our Confidentiality Policy. However, **illuminate AP** aims to be as transparent as possible about outcomes following concerns raised.

It is the company's intention that this process becomes a well-established and accepted method for reporting matters of concern, contributing to a more open communication culture.

Responsibilities

All employees, volunteers, and contractors should understand and comply with this policy and are encouraged to report any wrongdoing or malpractice. Managers and supervisors must take all concerns seriously, responding promptly and professionally.

Review

This policy will be reviewed annually or as necessary to ensure compliance with any changes in legal requirements.

Endorsement

All individuals must acknowledge and agree to abide by this policy. Failure to comply may result in disciplinary actions, including termination.

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