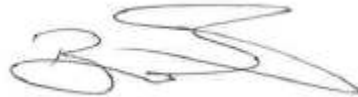


Whistleblowing



WHISTLEBLOWING

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 Name and Role of Responsible Person: Kevin Scorer, Head of Education
 Ratified by: Brian English, Managing Director
 Signed:



Date Ratified: 23/03/2023

Version Control

This policy and procedure will be reviewed annually or as changes in legislation dictate.

Version Number	Date	Reason for Update
2	23/02/2022	Due to expire.
3	23/03/2023	To update layout and make more user accessible, and adjust content

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Purpose

Medipro are committed to the principle of public accountability. We will investigate genuine and reasonable concerns expressed by learners, relating to malpractice within the organisation and will ensure that learners are not discriminated against or suffer a detriment because of making such a disclosure.

Definition of Public Interest Disclosures (“Whistleblowing”)

Whistleblowing is the act of disclosing information, which relates to suspected wrongdoing, or dangerous behaviour/practice. These disclosures may include suspicions of:

- Financial malpractice, fraud, or any other type of impropriety,
- Any type of criminal offence,
- A failure to comply with any legal obligations, or the provision of the Instrument and Articles of Government,
- A danger to health, safety, and the environment,
- Professional malpractice
- Improper conduct or any type of unethical behaviour
- A miscarriage of justice
- Corruption, bribery, or blackmail,
- Conduct likely to damage Medipro’s reputation or financial well-being,
- Unauthorised disclosure of confidential information
- Any attempt to conceal any of the above acts.

A ‘whistle-blower’ is a person who raises a genuine concern relating to any of the dangerous behaviours mentioned above. If you have any concerns relating to suspected wrongdoing or danger affecting any of Medipro’s activities, you should report it following this policy.

Scope

This policy applies to all learners and defines a clear process on how to raise genuine concerns to the appropriate person (both internally and externally).

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How to Make a Disclosure

Learners should normally address any concerns to their tutor in the first instance, either in person, or in writing. However, where the matter is more serious, or the individual feels raising the matter informally has not addressed the concern, or they do not feel comfortable expressing this concern to their tutor (for example, the disclosure is about that tutor specifically), they are encouraged to contact MediPro's Human Resources (HR) Department. This can be done so through email, by phone, or in writing. This can be sent off through the post, or by dropping this information into our anonymous feedback boxes across our training sites.

Email	hr@medipro.co.uk
Telephone	01325 609030 (option 3 for HR)
Address	Medipro Limited Faraday House Sopwith Close Preston Farm Industrial Estate Stockton-on-Tees TS18 3TT

In instances where learners feel that the matter should be reported externally, they can also contact the awarding organisation (e.g. Quasafe etc).

Learner Protection

Learners should generally be encouraged to put their name and contact information to any disclosures they make in case information is requested at a later stage if required to help progress this review. However, the identity of the individual who has raised a concern will be protected and will not be disclosed, so far as possible, if they request it.

Request for anonymity will be subject to:

- The seriousness of the issue raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources.

All information that is provided to us will be recorded securely, and confidentially.

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Although the individual will not be expected to prove the truth of any allegations, sufficient information should be provided within the disclosure to demonstrate that they have a genuine concern of suspected wrongdoing.

The Investigation Process

Investigations will differ depending on the nature of the issue being raised. Some may involve internal investigators and/or any appropriate authority (e.g. the police). As such it is not possible to set an exact time scale for investigations, although it should be conducted within a reasonable amount of time, and as quickly as possible. The HR Department will appoint an Investigating Officer, on behalf of company, to undertake an investigation into the allegations/concerns raised.

If there is any evidence of criminal activity, then the Investigating Officer should inform the police. Medipro will ensure that any internal investigation does not hinder a formal police investigation.

All responses to the complainant will be in writing and sent to their home address.

The Investigating Officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The Investigating Officer should inform the learner that this disclosure is being investigated. The learner will then be informed of their right to be accompanied by a representative at any future interview or hearing held under the provision of these procedures.
- The Investigating Officer should consider the involvement of the Medipro Senior Management Team (SMT) and the Managing Director (MD) pre-investigation.
- The allegations should be fully investigated by the Investigating Officer with the assistance where appropriate, of other individuals/bodies (for example, the HR Department, or the police).
- A judgement concerning the complaint and validity of the complaint will be made by the Investigating Officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the SMT and MD as appropriate.

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- The SMT and MD (with assistance from HR) will hold a panel to decide what action (if necessary) needs to be taken. If the complaint is shown to be justified, then they will invoke appropriate action.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the outcome.
- If appropriate, a copy of the outcomes will be passed to the awarding organisation (Qualsafe etc.) to enable a review of the procedures.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, MediPro recognises the lawful rights of learners and ex-learners to make disclosures to prescribed organisations (such as the Health and Safety Executive, the Information Commission Office (ICO), or other regulators), or, where justified, elsewhere.

Guidance for Tutors

When an issue is raised, it is important for tutors to try and view the allegations objectively and note down any details of the complaint. Issues should be addressed as soon as possible.

Tutors should not try and investigate the matter themselves or disclose the information with anyone other than those with the proper authority.

Tutors should immediately inform one of the relevant parties:

- Lead Internal Quality Assurer
- Education Lead
- Head of Education
- Practice Placement Facilitator
- Managing Director

If you are unsure who the relevant party is, please contact the HR Department directly for guidance.

Untrue Allegations

If an individual makes malicious or vexatious allegations, and particularly if they persist with making them, disciplinary action may be taken against that individual.

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QR Codes

Safeguarding Policy



Learner Complaints
Policy



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