



ClwydAlyn

Whistleblowing Procedure

October 2024

IMS/HR-P-37/V4

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1. Whistleblowing Procedure

This procedure should be read in conjunction with our Whistleblowing Policy which is available [here](#). Please take a look at the policy to find out more about what Whistleblowing is, who the policy applies to and what it covers. If you wish to raise a concern under the Whistleblowing Policy, then you should follow this procedure.

2. Who should you make your disclosure to?

Generally, any concerns covered under the Whistleblowing policy should be raised with the Head of Governance and Regulation or Executive Director of People, Communications and Marketing either by discussing this in person or putting your concerns in writing. Where this is not appropriate, you should raise your concerns with the Chief Executive. Contact details are provided in Appendix B.

If you are an employee of ClwydAlyn and you are worried about raising your concerns directly, you may wish to discuss your concerns with a Staff Representative in the first instance. They will be able to offer you support throughout the process.

Board Members should contact the Chief Executive in the first instance, or if, for any reason this is inappropriate, the Chair of the Board, or the Chair of the Assurance Committee. Contact details are provided in Appendix B.

3. Investigation

Where you wish to report concerns under this policy, the Executive Director may appoint an investigator who will, in most cases, meet with you to obtain more information about your concerns. Where possible, this meeting will take place within 5 working days of you raising your concern. You may choose to be supported at any meetings by a work colleague, staff representative or union representative. Residents may be accompanied by another Resident Your companion must respect the confidentiality of the disclosure and any subsequent investigation.

The investigator will firstly determine whether it is appropriate to treat the matter under this policy and will then carry out any further investigation necessary. They will explain how long the investigation is likely to take with a view to concluding it as soon as possible. You will be informed as far as possible about the outcome of the investigation, subject to the rights of any third parties that must be respected. If

your concerns prove to be well-founded, you will be told what steps are to be taken to rectify any concerns.

There may be occasions where we need to notify an external Regulator or the Police that concerns have been raised. The person leading the investigation will explain this to you.

We recognise that there may be matters that can't be dealt with internally. In this situation, the relevant external authority will be notified and may become involved at any stage of the investigation.

We will endeavour to inform you if a referral to an external authority is about to or has taken place, although we may need to make such a referral without your knowledge or consent if appropriate.

We aim to conclude all investigations within a reasonable timescale we will ensure you are kept up to date on progress and when the investigation has concluded.

In line with our Values, we trust that concerns are raised in good faith however, if an investigation concludes that a disclosure has been made vexatiously, maliciously or for personal gain, the matter may be dealt with under the appropriate procedures.

If, after exhausting the internal procedures set out above, you remain dissatisfied with the way in which your concerns have been dealt with, you may choose to raise the issue with the Chief Executive or with the appropriate regulator (Appendix B).

4. Equality Diversity and Inclusion

This document can be made available in other formats. To request an alternative format please contact document control hsqe@clwydalyn.co.uk



Trust



Hope



Kindness

Appendix A – At a Glance - Procedure Flowchart



Appendix B - Table of Contact Details (as at October 2024)

Position	Name	Contact No.	Email
Chief Executive	Clare Budden	07909 893520	Clare.budden@clwydalyn.co.uk
Executive Director of Resources	Sandy Murray	07966 593062	Sandy.Murray@clwydalyn.co.uk
Executive Director of Housing Services	Suzanne Mazzone	07825 927871	Suzanne.mazzone@clwydalyn.co.uk
Executive Director of Care and Support	Ed Hughes	07585 992800	Edward.hughes@clwydalyn.co.uk
Executive Director of People, Comms & Marketing	Sian Williams	07977 795209	Sian.Williams@clwydalyn.co.uk
Executive Director Development & Asset Management	Craig Sparrow	07824 864848	Craig.sparrow@clwydalyn.co.uk
Chair of the Board	Cris McGuinness	*	cris.mcguinness@clwydalyn.co.uk
Chair of Assurance Committee	Rob Morton	*	rob.morton@clwydalyn.co.uk
Internal Auditor	Kashif Azeem	01782 216000 07528 970111	Kashif.Azeem@rsmuk.com
Public Concern at Work (PCAW)		02031 172520	www.protect-advice.org.uk
Welsh Government Regulator		03000 251378	
Care Inspectorate Wales (CIW)		03007 900126	CIW@gov.wales

* Board Member contact information obtainable from the Governance Team on 01745 536812