



Trust



Kindness



Hope

**“Together, we will end poverty”**

## **CLWYDALYN PROCEDURE**

# **Whistleblowing Procedure**

**HR-P-37  
Version 5**

**This document can be made available in other formats. To request an alternative format please contact document control [hsqe@clwydalyn.co.uk](mailto:hsqe@clwydalyn.co.uk)**



**ClwydAlyn**

ClwydAlyn Housing Limited  
72 Ffordd William Morgan,  
Parc Busnes Llanelwy, Llanelwy,  
Sir Ddinbych, LL17 0JD

ClwydAlyn Housing Limited  
72 Ffordd William Morgan,  
St Asaph Business Park, St Asaph,  
Denbighshire, LL17 0JD



## About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

## How we do things



Trust



Kindness



Hope

## Contact us



Customer Services

Monday to Friday 08:00 to 17:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours  
emergency repairs

0300 1233091 or text 07786 202533  
(please remember to include your name, address and telephone number in your message).



E-mail/online

[help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk) or online @ <https://www.myclwydalyn.co.uk/>



Postal address

72 Ffordd William Morgan  
St Asaph Business Park  
St Asaph  
Denbighshire LL17 0JD

## #InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact [influenceus@clwydalyn.co.uk](mailto:influenceus@clwydalyn.co.uk)

## Equality, Diversity and Inclusion

Every care has been taken to make this document inclusive. If you have any suggestions or would like this document in an alternative format please contact document control on [hsqe@clwydalyn.co.uk](mailto:hsqe@clwydalyn.co.uk)

## Document Information/Document Control

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control [hsqe@clwydalyn.co.uk](mailto:hsqe@clwydalyn.co.uk)

## Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
V0	Original Document	R. Williams	Jan 2020
V1	Minor changes to contact details	R. Williams	May 2023
V2	Minor changes to contact details	R. Williams	Oct 2023
V3	Minor changes to contact details	A. Williams	Sep 2024
V4	Minor changes to contact details	A. Williams	Oct 2024
V5	Minor change to wording and update contact details	S. Williams	19/01/2026

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## 1 Introduction

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?

Any concerns covered under the Whistleblowing policy should be raised with the **Head of Governance, Legal and Risk** or Executive Director of People, Culture and Communications, this can be by discussing in person or putting your concerns in writing and emailing them to the Company Secretary <Company.Secretary@clwydalyn.co.uk>. Where this is not appropriate, you should raise your concerns with the Chief Executive. All 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 Forum 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 forum 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**

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## Appendix A – At a Glance Procedure Flowchart



## Appendix B – Table of Contact Details (as January 2026)

Position	Name	Contact No	Email Address
Chief Executive	Clare Budden	07909 893520	<a href="mailto:Clare.budden@clwydalyn.co.uk">Clare.budden@clwydalyn.co.uk</a>
Executive Director of Resources	Sandy Murray	07966 593062	<a href="mailto:Sandy.Murray@clwydalyn.co.uk">Sandy.Murray@clwydalyn.co.uk</a>
Executive Director of Housing Services	Suzanne Mazzone	07825 927871	<a href="mailto:Suzanne.mazzone@clwydalyn.co.uk">Suzanne.mazzone@clwydalyn.co.uk</a>
Executive Director of Care and Support	Ed Hughes	07585 992800	<a href="mailto:Edward.hughes@clwydalyn.co.uk">Edward.hughes@clwydalyn.co.uk</a>
Executive Director of People, Culture and Communications	Sian Williams	07977 795209	<a href="mailto:Sian.Williams@clwydalyn.co.uk">Sian.Williams@clwydalyn.co.uk</a>
Executive Director Development & Asset Management	Craig Sparrow	07824 864848	<a href="mailto:Craig.sparrow@clwydalyn.co.uk">Craig.sparrow@clwydalyn.co.uk</a>
<b>Head of Governance, Legal and Risk</b>	Rachel Storr Barber	01745 536812	<a href="mailto:rachel.storr-barber@clwydalyn.co.uk">rachel.storr-barber@clwydalyn.co.uk</a>
Chair of the Board	Cris McGuinness	*	<a href="mailto:cris.mcguinness@clwydalyn.co.uk">cris.mcguinness@clwydalyn.co.uk</a>
Chair of Assurance Committee	Rob Morton	*	<a href="mailto:rob.morton@clwydalyn.co.uk">rob.morton@clwydalyn.co.uk</a>
Public Concern at Work (PCAW)		02031 172520	<a href="http://www.protect-advice.org.uk">www.protect-advice.org.uk</a>
Welsh Government Regulator		03000 251378	
Care Inspectorate Wales (CIW)		03007 900126	<a href="mailto:CIW@gov.wales">CIW@gov.wales</a>