

## **WHISTLEBLOWING & COMPLAINTS POLICY for Tutor Doctor Bristol**

Tutor Doctor is committed to being open, honest and accountable. We encourage a free and open culture in its dealings between its management and staff.

This policy aims to help tutors and staff to raise any serious concerns they may have about colleagues or the Organisation with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result.

It is written in the context of the Public Interest Disclosure Act 1998 and other legislation which protects employees who 'blow the whistle' on malpractices within their organisation.

### **WHAT TYPES OF CONCERNS ARE COVERED?**

The policy is intended to deal with serious or sensitive concerns about wrongdoings such as the following:

- a criminal offence
- a failure to comply with any legal obligation
- a miscarriage of justice
- a health and safety risk to an individual
- damage to the environment
- deliberate concealment of the above
- Breach of rules laid out in this handbook

It is not necessary for individuals to prove the alleged wrongdoing has occurred or is likely to occur, but they must believe that it is in the public interest to raise their concern(s).

However if an individual knowingly or maliciously makes an untrue allegation (e.g. in order to cause disruption with our business, the Directors will take appropriate disciplinary action against them. It may constitute gross misconduct.

Individuals should note that they will not be protected from the consequences of making a disclosure if, by doing so, they commit a criminal offence.

This policy does not deal with any complaints staff may have about their employment. This should be dealt with through the Organisation's Grievance Procedure.

### **HOW TO RAISE A CONCERN IN THE WORKPLACE**

The officers designated to handle whistleblowing concerns are the Business Owners:

Rachael Tan: rtan@tutordocor.co.uk

Chin Tan: ctan@tutordocor.co.uk

Dependent on the seriousness and sensitivity of the matter, and who is suspected of the wrongdoing, the individual can, if necessary, report directly to an independent prescribed body instead of the Directors.

As we are in the Education Sector, our recommended prescribed bodies are either Ofsted, or the Ministry of Education, contact details below

The Chief Inspector  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 3155  
Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0370 000 2288  
Website: [www.gov.uk/contact-dfe](http://www.gov.uk/contact-dfe)

Individuals are encouraged to raise their concerns in writing where possible, setting out the background and history of their concerns (giving names, dates and places where possible) and indicating the reasons for their concerns.

#### PROTECTING THE INDIVIDUAL RAISING THE CONCERN

If an individual raises a concern which they believe to be true, Tutor Doctor will take appropriate action to protect the individual from any harassment, victimisation or bullying. Employees who raise a genuine concern under this policy will not be at risk of losing their job, nor will it influence any unrelated disciplinary action or redundancy procedures. The matter will be treated confidentially but if the concern cannot be resolved without revealing the individual's identity, the Directors will discuss with the individual whether and how to proceed.

#### HOW WE WILL DEAL WITH THE CONCERN

How the concern will be dealt with, will depend on what it involves. It is likely that further enquiries and/or investigation will be necessary. The concern may be investigated by the Directors, through the disciplinary process or it may be referred to the police, other agencies, an external auditor or an independent investigator. It may be necessary for the individual to give evidence in criminal or disciplinary proceedings.

Tutor Doctor Bristol will give the individual feedback on the progress and outcome of any investigation wherever possible.

**If the suspicions are not confirmed by an investigation, the matter will be closed. Staff will not suffer any detriment for raising the concern unless they are found to have made a malicious allegation.**