



Phone Credit for Refugees Whistleblowing Policy

Introduction

We are committed to maintaining high standards of openness, honesty, and accountability. In line with this commitment, Phone Credit for Refugees (PC4R) encourages our volunteers with serious concerns about any aspect of the charity's work to come forward and voice those concerns. This policy makes it clear that such concerns can be raised without fear of reprisal and reflects the requirements of the Public Interest Disclosure Act 1998.

What is whistleblowing?

Whistleblowing is a process by which a person raises concerns about a perceived wrongdoing by an organisation. This policy applies to all volunteers and provides advice on how they should address any concerns that they may experience in the course of their work. This may include something that a volunteer believes is morally wrong, illegal, or endangers others within PC4R or the public.

Volunteers are encouraged to raise any concerns about a wrongdoing and will be afforded protection. All genuine concerns will be handled responsibly, professionally, and in a positive manner. Help and support will be available to volunteers where concerns are raised under the appropriate procedures.

The Public Interest Disclosure Act 1998 (PIDA)

Under the Public Interest Disclosure Act 1998 ("PIDA"), you have the statutory right to disclose concerns relating to the charity without fear of victimisation or detriment. The concerns covered by PIDA relate to one or more of the following events. You must reasonably believe that the event has happened, is happening, or is likely to happen in the near future:

- criminal offence;
- a failure to comply with any legal obligation;

- a miscarriage of justice;
- danger to the health and safety of any individual;
- breach of the Volunteer Code of Ethics;
- dangerous working practices;
- danger to the environment; and
- deliberate concealment of any of the above.

The whistleblowing process

If you genuinely and in good faith believe that one of the above events has happened, is happening or is likely to happen in the near future, you should raise the issue with the Management Committee.

You will be informed who will investigate your concerns and advised of the likely timescale of the investigation. You may be asked to put your concerns in writing, provide as much information and evidence as possible, and attend further meetings as part of the investigation. You are entitled to be accompanied to any meeting which you attend in connection with the investigation.

PC4R will endeavour to maintain confidentiality where possible, but this cannot be guaranteed. Depending on the nature of the complaint, the police or a regulator for example, may need to be involved. Although you may raise your concerns anonymously, it may not be possible to investigate or take further action if you do so.

If, for any reason, you feel that the person with whom you initially raised your concern has failed to deal with the issue in a satisfactory manner, you should set out your concerns in writing and give them to the Management Committee.

Save in exceptional circumstances, you should not disclose your concerns outside the charity unless you have first provided the charity with the opportunity to address the problem. In particular, no discussion of the issue should take place with any representative of the media. If you feel that you are unable to raise your concerns within the charity, you may consider raising them with an appropriate authority. However, we hope that most concerns raised on an internal basis will be duly resolved.

If you make a disclosure outside the scope of this policy e.g. in bad faith or in breach of the policy, you will not be protected and may be subject to legal action. If you make a disclosure in accordance with this policy, in good faith, and with a genuine belief that any of the events outlined above has happened, is happening or is likely to happen in the near future, we will ensure that you do not suffer victimisation or any detriment as a result of raising your concerns.