

# Timperley DofE Award Centre

## Complaints And Whistleblowing Policy

### 1. Introduction

- 1.1. The Timperley DofE Award Centre is committed to maintaining the highest standards of integrity and accountability. This policy provides guidance on how complaints and whistleblowing concerns can be raised by stakeholders, including participants, volunteers, staff, and the general public.

### 2. Scope

- 2.1. This policy applies to all individuals working at or with the Timperley DofE Award Centre, including trustees, staff, volunteers, and contractors.

### 3. Complaints Procedure

#### 3.1. Raising a Complaint

- Complaints should be raised with the immediate supervisor / leader or contact person involved in the activity or service. If this is not suitable or the complaint has not been resolved satisfactorily, it should be escalated to the Centre Manager, Chair of Trustees or Safeguarding officer as deemed appropriate at the time

#### 3.2. Handling Complaints

- All complaints will be taken seriously and handled with confidentiality and fairness.
- The relevant party as detailed above will acknowledge receipt of the complaint within 5 working days.
- An investigation will be conducted to understand the details and validity of the complaint.

- A response and resolution will be provided within 20 working days. If the investigation is ongoing, an update will be communicated.

### **3.3. Appeals**

- If the complainant is not satisfied with the resolution, they may appeal to the Board of Trustees, who will review the case and make a final decision.

## **4. Whistleblowing Procedure**

### **4.1. Purpose**

- Whistleblowing aims to encourage and enable individuals to raise serious concerns within the Timperley DofE Award Centre rather than overlooking a problem or seeking resolution outside.

### **4.2. Reporting Concerns**

- Concerns should be reported to the Centre Manager, Chair of Trustees or Safeguarding Officer as deemed appropriate at the time.
- If the concern involves one of the above, it should be reported directly to a member of the Board of Trustees.

### **4.3. Handling Whistleblowing Reports**

- All reports will be treated confidentially and respectfully.
- The relevant party as detailed above will acknowledge receipt of the report within 5 working days.
- An investigation will be initiated to assess the concern.
- Appropriate actions will be taken based on the findings of the investigation.
- Feedback will be provided to the whistleblower, ensuring confidentiality.

## **5. Protection**

- 5.1. The Timperley DofE Award Centre is committed to protecting those who raise a complaint or whistleblowing concern in good faith.
- 5.2. No individual will suffer retaliation, harassment, or adverse employment consequences for raising a concern.
- 5.3. Confidentiality will be maintained as far as possible.

## **6. Policy Review**

- 6.1. This policy will be reviewed annually and updated as necessary to ensure it meets legal requirements and best practices.

## **7. Contact Information**

- 7.1. For any inquiries regarding data protection, please contact:

- Safeguarding Officer: Caroline Royle
- Email: [caroline.royle@dofetimperley.org.uk](mailto:caroline.royle@dofetimperley.org.uk)
  
- Centre Manager: Emma Deighton-Brown
- Email: [emma.db@dofetimperley.org.uk](mailto:emma.db@dofetimperley.org.uk)

## **8. Effective Date**

- 8.1. This policy is effective as of 1st March 2025

The **Timperley DofE Award Centre Complaints and Whistleblowing Policy** has been approved by Trustees of the Centre.