

Document No. PP15
Issue No. 5
Issue Date: 16/06/22
Renewal Date: 16/06/23
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Responsibility: Director of Resources



Whistleblowing Policy

Reporting illegal or improper conduct (disclosures under the Public Interest Disclosures Act 1998) or concerns about safeguarding children & young people

1. Introduction

This policy covers and protects employees, agency workers, trainees and contractors' staff. Please take a few minutes to read it: if you have any questions please speak to your Manager/Principal or HR Advisor.

It is important to Fullhurst Community College that any fraud, misconduct or wrongdoing by employees or governors of the school is reported and properly dealt with. The Governing Body will, therefore, respond to all individuals who raise any genuine concerns that they may have about the conduct of others in the school, which are in the public interest. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.

- 1.1. Fullhurst Community College expects the highest standards of conduct from all employees and governors and will treat seriously any concern raised about illegal or improper conduct
- 1.2 Any individual covered by this policy will be expected, through agreed procedures and without fear of recrimination, to bring to the attention of the Principal (or the Chair of Governors if the concerns relate to the Principal) any serious impropriety or breach of procedure.
- 1.3 Employees who do not follow the steps identified in this procedure or other agreed internal procedures, and take their concerns to other outside sources (e.g. the press), may be subject to a formal disciplinary investigation.
- 1.4 Employees who feel no action has been taken after following their school's whistleblowing procedure or, feel that following the school's whistleblowing procedure could increase the risk of harm to a child/adult, can contact the following organisations for information and support:

Leicester City Safeguarding Children's unit or LADO	0116 4542440
Children's Social Care, Duty & Advice	0116 454 1004
NSPCC Whistleblowing Help Line	0800 028 0285
Public Concern at Work	020 3117 2520

- 1.5 Employers are recommended to develop a clear and accessible Whistleblowing Policy under the Public Interest Disclosure Act 1998.
- 1.6 Such a Policy is valuable as, although Colleges pride themselves on acting with high standards of conduct and providing quality services to the community, sometimes there may be a lapse, or the suspicion of a lapse, in these standards. The simple fact is that an employee may suspect something is going wrong long before anyone else finds out about it: in the worst case, this may not be until an accident has happened or serious damage has been caused.
- 1.7 If something at work is troubling you enough for you to mention it to your family or friends, please report it straight away. It is natural that you may feel unable to express your concerns out of a feeling of disloyalty, however, such feelings must never result in a potentially illegal or dangerous situation going unreported. This particularly applies where the welfare of children may be at risk: all staff have a duty to report any child protection concerns to their college's designated person for child protection - make sure you know their name. Remember, it is often the most vulnerable children or young people who are targeted: they need someone like you to safeguard their welfare.
- 1.8 Don't think "what if I'm wrong?" - think "what if I'm right?"
- 1.9 'Whistleblowing' has been described as "providing a safe alternative to silence" (Public Concern at Work). It is the mechanism for you to voice your concerns without fear of repercussion, even if the concern later proves to be unfounded. When you raise a concern via this route, this is known as making a 'disclosure'
- 1.10 The Whistleblowing Policy explains how to raise a concern and outlines the protection and support available to you. The existence of this Policy does not in any way lessen your College's commitment to promoting a general climate of openness and co-operation where there is opportunity for discussion about difficulties, concerns and problems with management. Rather it is there for occasions when you feel unable to raise a concern through this route, or when this would not be appropriate.
- 1.11 The existence of this policy should be highlighted on a poster in every college staffroom (an example is provided at Appendix 3) along with a poster sharing details of the NSPCC Whistleblowing helpline (Appendix 5).
- 1.12 The Whistleblowing Policy is one of a range of HR Policies and Procedures available to Leicester City Schools. Allegations raised under this Policy may be referred at the appropriate stage for consideration under the appropriate separate procedures.
- 1.13 Whistleblowing generally involves a concern about a danger or illegality that affects others, such as members of the public or your employer. Although on occasion there may be some overlap between a whistleblowing concern and a grievance, for example, a health and safety matter where the risk affects you and others, concerns about a situation affecting you personally should generally be raised via the Grievance Procedure.

2. Scope

The law provides protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'.

2.1. A qualifying disclosure is one made in the public interest by the employee who has a reasonable belief that (this is not an exhaustive list):

- A deficiency in the care, or abuse, of children or young people
- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- Inappropriate or improper conduct
- Serious failure to comply with appropriate professional standards
- Breach of local procedures or statutory codes of practice
- An act causing damage to the environment
- Other unethical conduct
- Is being, has been, or is likely to be, committed.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be committed, - a reasonable belief is sufficient. The employee has no responsibility for investigating the matter; it is the school's responsibility to ensure that an investigation takes place.

2.2 Where the concerns are about safeguarding children or young people, the school's Designated Safeguarding Lead for Child Protection should be notified (see section 7).

2.3 It is a procedure in which the Principal or Chair of Governors will be expected to act swiftly and constructively in the investigation of any concerns in accordance with the school's disciplinary procedure.

2.4 Concerns about a colleague's professional capability should not be dealt with using this procedure (see section 7).

2.5 Reasons for whistleblowing

Everyone has an individual responsibility for raising concerns about unacceptable practice or behaviour;

- We could prevent the problem worsening or widening;
- We may be able to protect or reduce risks to others;
- To prevent becoming implicated yourself.

2.6 What stops people from Whistleblowing?

- Starting a chain of events which spirals
- Disrupting the work or project

- Fear of getting it wrong
- Fear of repercussions or damaging careers
- Fear of not being believed

3 When should it be used?

This procedure is for disclosures about matters other than a breach of an employee's own contract of employment. If an employee is concerned that his/her own contract has been, or is likely to be, broken he/she should use the school's Grievance procedures.

Where a disclosure is merely an expression of opinion that fails to show that a legal obligation has been or is likely to be breached, it cannot amount to a protected or qualifying disclosure for the purposes of the whistle blowing legislation

- 3.1. So this procedure is not designed to replace or be used as an alternative to the grievance procedure, which should be used where an employee is only aggrieved about his/her own situation. Nor should this policy apply where the employee simply disagrees with the way the school is run.
- 3.2. Employees must have reasonable grounds for believing the information they have is accurate and not just idle gossip or rumour.
- 3.3. An employee who makes such a protected disclosure has the right not to be dismissed, subject to any other detriment, or victimised, because he/she has made a disclosure, provided it has not been made maliciously. Any employee who uses this procedure will not be penalised for doing so. The employer will not tolerate harassment and/or victimisation of any employee raising concerns.
- 3.4. An employee who is not sure whether the conduct he/she is concerned about does constitute illegal or improper conduct or is unsure about how to proceed may contact the Principal, Steve Piggot, Chair of Governors, Rick Moore or their Professional Association/Trade Union.
- 3.5. Financial regulations require that any suspicion of fraud, corruption or other financial irregularity is reported to Internal Audit for possible investigation. Normally an employee must first report any suspicion of such an irregularity to the Principal or Chair of Governors, who will in turn report it to Internal Audit. Similar principles apply to Academies where the funding agency must be informed.

4 Principles

- 4.1. Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported to the employee who raised the issue.
- 4.2. No employee will be victimised for raising a matter under this procedure. This means that the continued employment and opportunities for future promotion or training of the employee will not be prejudiced because he/she has raised a

legitimate concern.

- 4.3. Victimisation of a worker for raising a qualified disclosure will be a disciplinary offence.
- 4.4. If misconduct is discovered as a result of any investigation under this procedure, the matter will be considered under the disciplinary procedure, in addition to any appropriate external measures.
- 4.5. Maliciously making a false allegation is a disciplinary offence.
- 4.6. An instruction to cover up wrongdoing is in itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority, employees should not agree to remain silent.

5 How to raise a concern/procedure:

- 5.1. You are recommended to approach your Trade Union/Professional Association for advice and support, which may include inviting them to raise the concern on your behalf.
- 5.2. Approach your immediate manager, Principal, or your School's designated person for Child Protection (if the concern is child protection related). If you would feel more comfortable, you can ask to meet with them away from the College premises. They will consider whether the issue can be resolved informally.
- 5.3. Should have a reasonable belief that any disclosure is made in the public interest.
- 5.4. Voice your concerns, suspicions or uneasiness as soon as you can: the earlier a concern is expressed the easier and sooner action can be taken. Try to pinpoint exactly what practice is concerning you and why.
- 5.5. Ideally put your concerns in writing (using the form provided at Appendix 2), outlining the background and history, giving names, dates and places where you can.
- 5.6. If your concern is about your immediate manager/Principal, or you feel you need to formally raise it with someone outside the college, you should raise your concern with a member of the Board of Governors. Details of the disclosure will be presented to the 'Monitoring Officer' (or his/her representative) for consideration. The Monitoring Officer will take any necessary urgent action and, taking account of the circumstances and any evidence, determine how to respond to the disclosure (see "What happens next?"). The Monitoring Officer is currently the Chair of the Board of Governors.
- 5.7. Should the Monitoring Officer consider that your concern should not have been raised with them because the allegation can properly be dealt with by another manager they will discuss this with you. Consequently, your referral may be

redirected to your line manager or another appropriate manager, depending on the circumstances.

- 5.8. If you feel you need to take your concern to a Regulatory body (for example, Ofsted), or to a relevant external organisation/individual (including an elected member/Member of Parliament), please see the contact details at Appendix
- 5.9. The conditions for making a disclosure to a Regulatory Body/External Organisation are:
 - You reasonably believe you would suffer detriment if you made the disclosure to your Principal, the Local Authority, or to a regulator
 - You reasonably believe the evidence is likely to be concealed or destroyed
 - You have already made the disclosure to your Principal or the Local Authority and you are dissatisfied with the response.
- 5.10. You are not expected to prove the truth of an allegation but will need to demonstrate sufficient grounds for the concern.
- 5.11. You may invite your Trade Union/Professional Association representative or a work colleague to be present during any meetings/interviews in connection with the concerns you have raised. Should your Trade Union/Professional Association representative raise the concern on your behalf, they will be automatically afforded the same protection from detriment (see “How are you protected?”)
- 5.12. As far, as is within your control, make sure you get a satisfactory response - do not let matters rest.
- 5.13. Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect you.
- 5.14. Be aware that malicious or vexatious allegations may be considered as a disciplinary offence. The Concise Oxford Dictionary (Tenth Edition) defines ‘malicious’ as “characterised by malice; intending to do harm” and ‘vexatious’ as “Law (of an action) brought without sufficient grounds for winning, purely to cause annoyance to the defendant”. Such allegations can cause serious difficulties for innocent individuals. The Public Interest Disclosure Act 1998 does not exclude the possibility of workers being sued by individuals for defamation in connection with any disclosures they make.
- 5.15. This process is summarised as a Flowchart at Appendix 1.

6. What happens next?

- 6.1. Preliminary inquiries may be made to help decide how best to respond in the public interest. Depending on the nature of the issue raised, the response may be one or more of the following:

- management investigation
 - internal audit investigation
 - disciplinary investigation
 - referral for consideration under another College procedure
 - referral to the police
 - referral to the District Auditor
 - an independent investigation
 - amend procedures
 - No action due to lack of sufficient evidence.
- 6.2. You should be given information on how the matter is likely to dealt with within 10 working days of making the disclosure (so far as legally possible and subject to rights of confidentiality).
- 6.3. You will be informed of the outcome of the investigation and any action that has been taken to resolve the matter (so far as legally possible and subject to rights of confidentiality).
- 6.4. If you are dissatisfied with the response, you may take the matter further with a member of the Board of Governors or the persons/organisations identified at Appendix 4.

7. What should be done if an issue is raised with a member of staff?

If a member of staff, other than the Principal, is approached by a colleague on a matter of concern as defined in this document, he/she is advised to take the matter to the Principal (but see 5).

8 Safeguarding Children and Young People

- 8.1 All employees have a duty to report concerns about the safety and welfare of pupils/students.
- 8.2 Concerns about any of the following should be reported to the Designated Safeguarding Lead for Child Protection (DSL):
- physical abuse of a pupil/student
 - sexual abuse of a pupil/student
 - emotional abuse of a pupil/student
 - neglect of a pupil/student
 - Issues relating to Female Genital Mutilation, Child Missing from Education, Child Sexual Exploitation & Radicalisation
 - an intimate or improper relationship between an adult and a pupil/student
 - improper behaviour or conduct of staff towards children
- 8.3 The reason for the concern may be the actions of a colleague (including a more senior colleague), a Governor, another pupil/student or someone outside the

school. Whatever the reason, concerns must be reported. Failure to report a Child Protection related allegation will be in itself, a disciplinary matter.

9. How are you protected?

- 9.1. Your employer has a responsibility to protect you from any detriment as a result of making a protected disclosure in the public interest, particularly from disciplinary action, dismissal, harassment or victimisation. Fulfilling that responsibility includes treating the disclosure confidentially, one aspect of which may involve protecting your identity. Any victimisation or harassment either in an attempt to deter an individual from making a disclosure, or following a disclosure, will be considered gross misconduct and may lead to dismissal.
- 9.2. No disciplinary action will be taken against you if the concern proves to be unfounded and was raised in good faith.
- 9.3. If you want your identity to remain confidential, this will be observed as far as possible. Should it not be possible to resolve a concern without revealing your identity (for example, because your evidence is needed in court or in a subsequent internal disciplinary hearing), a discussion will be held with you about whether the matter should be taken forward and, if so, how this will be done and how to best protect your interests.
- 9.4. Anonymous disclosures will be considered to the extent that it is reasonable and practicable to do so, although the need to confirm or follow up evidence may make this difficult.
- 9.5. The decision to Whistleblow can be difficult and stressful: advice and support is available from your line manager/Principal and/or your Trade Union/Professional Association.
- 9.6. It is your right to remain in your current post. Your employer will work with college management to make every possible effort to ensure that this takes place. If you feel unable to remain in your role during the investigation, every effort will be made to transfer you to an appropriate alternative.

10. What is the Monitoring Officer Responsible for?

- 10.1. The Monitoring Officer will be responsible for:
 - Confirming representatives who will be responsible for actions as outlined in this Policy.
 - Ensuring records of all disclosures are made and their outcomes recorded and reporting as appropriate and necessary to relevant Directors, the Directors Board and Members.

11. How will this policy be reviewed?

- 11.1. This Policy will be reviewed for fitness for purpose after each Whistleblowing

case. This review will take place with the involvement of the appropriate Trade Unions and Professional Associations.

12. Where can I go for further advice?

12.1. Your Trade Union/Professional Association. In addition, the independent charity Public Concern at Work (PCaW) provides advice to individuals on whistleblowing in the public interest on a strictly confidential basis (www.pcaw.co.uk / 020 7404 6609).

Email: services@pcaw.co.uk

UK advice line: whistle@pcaw.org.uk

12.2. "Absolutely without fail challenge poor practice or performance. If you ignore or collude with poor practice it makes it harder to sound the alarm when things go wrong" -"Sounding the Alarm" – Barnardos

13. Law Relating To This Document

- Employment Rights Act 1996
- Public Interest Disclosures Act 1998 (Whistleblowing)
- Human Rights Act 1998 (Duty of care)

The legislation protecting individuals who makes a protected disclosure applies not only to employees, but also to any person who undertakes to do or perform personally (or otherwise) any work or service for the employer, regardless of the nature of the contractual relationship between them.

A Whistleblowing Policy should establish the procedure for an employee to follow if he/she has a genuine concern about a colleague's conduct or the organisation's practices. The Whistleblowing Policy should make clear what sort of allegations will count as a protected disclosure and should allow for the employee to raise these concerns with a nominated person and set out the steps that the employer will take in response.

A qualifying disclosure means any disclosure of information that in the reasonable belief of the worker is made in the public interest. The requirement that a whistleblower make a qualifying disclosure 'in good faith' has been removed. Therefore, while the employer can seek a declaration from the whistle-blower that he or she is not knowingly making a false allegations, disciplinary action is likely to be appropriate only where there is clear evidence that the employee has misused the whistle blowing procedure. A consequence of the requirement that a disclosure be made in the public interest is that an employee will generally be precluded from being able to 'blow the whistle' about breaches of his or her employment contract.

Section 43J of the Employment Rights Act 1996 provides that a Settlement Agreement made between an employee and employer cannot prevent future protected disclosures.

Any confidentiality obligations in contracts of employment that would prevent an employee making a protected disclosure will be void.

Leicester City Safeguarding Childrens' Unit	0116 454 2440
Duty and Advice	0116 454 1004
Local Authority Designated Officer (LADO)	0116 454 2440
Acting Principals (Christina Bailey/ Chris Heal)	0116 2824326
Governor of School (Rick Moore)	0116 282 4326
Designated Safeguarding Lead (Apollo Rai)	0116 282 4326

Signed:.....
Chair of Governors

Date.....

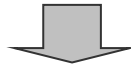
Stage 1- Making a disclosure

APPENDIX 1

Approach your Manager, Principal, designated person for Child Protection or the Local Authority Investigations Team and share your concerns. You can do this verbally or in writing.

You may be asked to consider making a written or verbal statement. In such cases, a brief summary of the interview will be made and agreed by both parties.

Please see the Whistleblowing Policy for details of further contacts should you feel unable to discuss your concerns with the above parties (or feel that the response from these parties is insufficient)



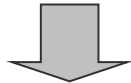
Stage 2 – Initial Response to the Disclosure

Consideration will be given as to what action will be taken as a result of the disclosure. You will be notified of the intended response and the reasons for it.



Stage 3 – Launch a Management Investigation

Where a Management Investigation is deemed necessary, a senior manager will be appointed as an investigating officer.



Stage 4 – Deciding whether further action is necessary

On the strength of the information provided by the investigation, further action may be necessary:

- If there is a case to be answered by any individual, the recognised procedure will be followed;
- Where there is no case to answer, but the concern was raised in good faith and in accordance with the Whistleblowing policy, the college will ensure as far as is reasonably practicable that you suffer no reprisals or victimisation;
- Where it is established that the allegations were malicious/vexatious or you have not acted in accordance with the Whistleblowing policy, disciplinary action may be taken.



Stage 5 - Confirmation of the Outcome

You will be informed of the outcome of the investigation and any appropriate action taken to resolve the matter, subject to any confidentiality clause and/or legal constraints. If you are dissatisfied with this response you may take the matter further with the prescribed persons or organisations identified in the Whistleblowing Policy.

APPENDIX 2

Referral Form to be completed by Individual identifying a concern under the Public Interest Disclosure Act 1998

DETAILS OF PERSON RAISING CONCERNS AND ISSUE RAISED

Nature of Concern:

Background (please provide dates where possible) :

Who is involved?

Reasons for the concern:

Name :

Date (dd/mm/yy) : / /

Contact No.

Time (mm:hh) : :

Meeting Date (dd/mm/yy): / /

Time (mm:hh): :

Silence isn't always golden...

Although we all pride ourselves on having high standards of conduct and providing quality services to the community, sometimes you may become aware of a lapse, or suspected lapse, in these standards.

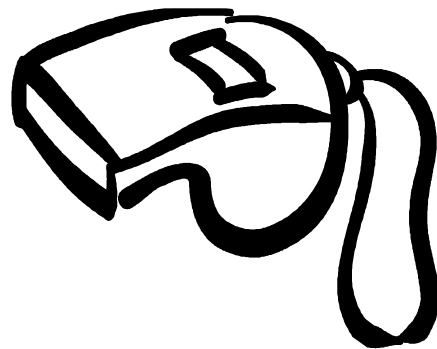
The simple fact is that you may suspect something is going wrong long before anyone else finds out about it.

So if something at work is troubling you enough for you to mention it to your family or friends, please report it straight away.

The Whistleblowing Policy is available from the Business Manager or on the O drive/Admin/Policies

Your Trade Union/Professional Association is available to provide you with advice and support.

Don't think "what if I'm wrong?" - think "what if I'm right?"



APPENDIX 4

Organisation	Referrals for	Address	Contact details
Ofsted	Concerns of any service for children and young people.	Royal Exchange Buildings St Ann's Square Manchester M2 7LA	08456 014772
Audit Commission for England/Wales	Concerns of the proper conduct of public business, value for money, fraud and corruption in local government and the health service.	1 Vincent Square London SW1P 2PN	020 74046609
Charity Commissioners for England and Wales	Concerns of the proper administration of charities, or funds given or held for charitable purposes.)	Head of Operations 2nd Floor 20 Kings Parade Queens Dock Liverpool L3 4DQ	0870 3330123
Her Majesty's Commissioner	Concerns of Value Added Tax, insurance premium tax, excise duties and landfill tax. The import and export of prohibited or restricted goods.	HM Customs and Excise Customs Confidential Freepost SEA 9391 PO Box 100 Gravesend Kent DA12 2BR	0800595000
The Certification Officer	Concerns of fraud, and other irregularities relating to the financial affairs of trade unions and employers' associations.	Brandon House 180 Borough High Street London SE1 1LW	020 7210 3734/3735
Her Majesty's Commissioners of the Inland Revenue	Concerns of Income Tax, Corporation Tax, Capital Gains Tax, Petroleum Revenue Tax, Inheritance Tax, Stamp Duties, National Insurance Contributions, Statutory Maternity Pay, Statutory Sick Pay, Tax Credits, Child Benefits, Collection of	Inland Revenue West Wing Somerset House London WC2 1LB	

	Student Loans and the enforcement of the National Minimum Wage.		
Comptroller and Auditor General of the National Audit Office	Concerns of proper conduct of public business, value for money, fraud and corruption in relation to the provision of centrally funded public services	General National Audit Office 157-197 Buckingham Palace Road Victoria London SW1W 9SP	020 7798 7999
Director General of Electricity Supply	Concerns of the generation, transmission, distribution and supply of electricity and activities ancillary to these matters	Office of Electricity Regulation Hagley House Hagley Road Birmingham B16 8QG	0121 456 2100
Director General of Gas Supply	Concerns of transportation, shipping and supply of gas through pipes and activities ancillary to these matters.	Office of Gas Supply Stockley House 130 Wilton Road London SW1V 1LQ	020 7828 0898
Director General of Telecommunications	Concerns of provision/use of telecommunication systems/services & apparatus.	Office of Telecommunications 50 Ludgate Hill London EC4M 7JJ	020 7634 8700
Director General of Water Services	Concerns of supply of water and the provision of sewerage services.	Office of Water Services Centre City Tower 7 Hill Street Birmingham B5 4UA	0121 625 1300
Serious Fraud Office	Concerns of serious or complex fraud.	The Director of the Serious Fraud Office	020 7239 7272

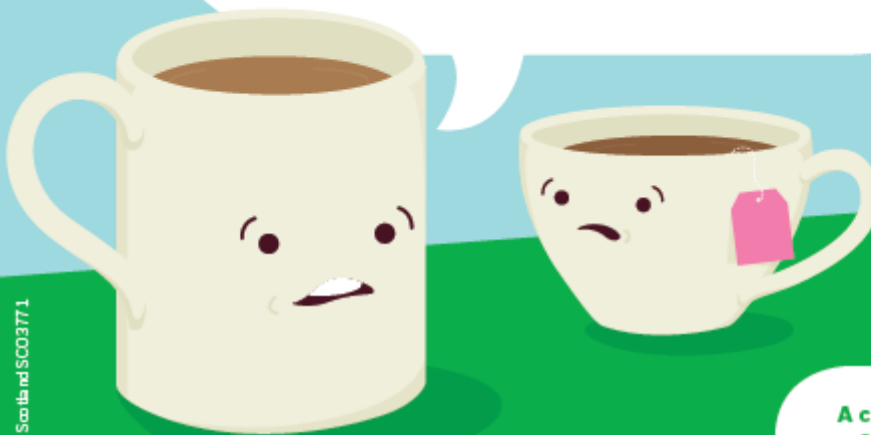
		Elm House 10-16 Elm Street London WC1X 0BJ	
The Environment Agency	Concerns of acts/omissions which have an actual or potential effect on the environment or the management or regulation of the environment, including pollution, abstraction of water, flooding, the flow of rivers, inland fisheries and migratory salmon or trout.	Rio House Waterside Drive Aztec West Almondsbury Bristol BS12 4UD	0800 807060 (24 hour line) Fax: 01454 624409
Food Standards Agency	Concerns of matters which may affect the health of any member of the public in relation to the consumption of food and other matters concerning the protection of the interests of consumers in relation to food	Personnel and Establishments Division Food Standards Agency Room 111C Aviation House 125 Kingsway London WC2B 6NH	020 7276 8120
Financial Services Authority (FSA)	Concerns of carrying on of investment or insurance business, the operation of: banks and building societies, deposit-taking businesses, wholesale money market regimes, friendly societies, benevolent societies, working men's clubs, specially authorised societies and industrial and provident societies, the functioning of financial markets, investment exchanges and clearing houses. Money laundering, financial crime, and other serious financial misconduct in connection with activities regulated by the FSA	25 The North Colonnade Canary Wharf London E14 5HS	020 7676 4646
General Social Care Council (GSCC)	Concerns of: matters relating to the registration of social care workers under the Care Standards Act 2000.	Goldings House 2 Hays Lane London	020 7397 5100

		SE1 2HB	
Health and Safety Executive (HSE)	Concerns of: matters which may affect the health or safety of any individual at work; matters which may affect the health and safety of any member of the public arising out of, or in connection with, the activities of persons at work	Health and Safety Executive Information Centre Broad Lane Sheffield S3 7HQ	0541 545500
Housing Corporation	Concerns of: registration and operation of registered social landlords, including their administration of public and private funds and management of their housing stock.	Assistant Director Supervision Housing Corporation 149 Tottenham Court Road London W1T 7BN	020 7393 2000
Information Commissioner	Concerns of compliance with the requirements of legislation relating to data protection and freedom of information* (*Data protection legislation regulates the processing of information relating to individuals, including the obtaining, holding, use or disclosure of such information) (*Freedom of information legislation provides for the disclosure by public authorities of the information that they hold)	The Office of the Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	01625 545700
Leicestershire Constabulary	Concerns of information about any crime	Force Headquarters St Johns Enderby Leicester LE19 2BX	0116 222 2222
Commission for Social Care Inspection (CSCI)	Concerns of matters relating to the provision of regulated care services, as defined in the Care Standards Act 2000	The Customer Service Manager	0191 233 3556

		Commission for Social Care Inspection St Nicholas Building St Nicholas Street Newcastle NE1 1NB	
Office of Fair Trading	Concerns of matters concerning the sale of goods or the supply of services, which adversely affect the interests of consumers or competition affecting markets in the UK.	Fleetbank House 2-6 Salisbury Square London EC4Y 8JX	020 7211 8000
The Occupational Pensions Regulatory Authority	Concerns of matters relating to occupational pension schemes and other private pension arrangements	Invicta House Trafalgar Place Brighton BN1 4DW	01273 627600
Standards Board for England	Concerns of breaches by a member/co-opted member of relevant authority (as defined in section 49(6) of the Local Government Act 2000) of that authority's code of conduct	1st Floor Cottons Centre Cottons Lane London SE1 2QL	0845 078 8181.

NSPCC

I teach this one quiet kid and I caught him stealing food. Poor thing broke down. I raised it with the head, but months later nothing has changed. Should I take it further?



A chat with your partner over a cup of tea won't change anything. A chat with us can change a child's life.

Call the NSPCC Whistleblowing Advice Line today

0800 028 0285

Free & Anonymous