



COMMUNITY
SPORTS
FOUNDATION



SPEAK UP POLICY {WHISTLEBLOWING}

Date of Next Update: September 2026

SCOPE

This policy is for the Norwich City Community Sports Foundation ("Foundation") and The Nest – Norfolk's Community Hub ('The Nest') staff and volunteers. This includes agency, temporary, zero-hours, and consultancy, contracted staff members and volunteers.

The Foundation and The Nest are committed to being an inclusive and safe environment where everyone can thrive, and all feel welcome. We will do this by embedding a culture where every individual engaged with the Foundation/The Nest is treated with respect and met with positivity and compassion. We are all responsible for upholding the Foundation's and The Nest's values by ensuring others feel included and valued, championing equality, and challenging all forms of discrimination, increasing our knowledge to develop the confidence to do so.

We believe that together we are stronger; we celebrate diversity and will proactively work with our community to ensure everyone has a fair opportunity to participate. This way the Foundation will build a culture to be proud of.

This policy supersedes any previous policies prior to its issue date.

POLICY STATEMENT

The Foundation and The Nest are committed to conducting business with honesty and integrity and expects all staff to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring and to address them when they do occur.

The aims of this policy are:

- To encourage staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- To provide staff with guidance as to how to raise those concerns.
- To reassure staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

WHAT IS 'SPEAKING UP'?

Under this policy 'Speaking Up' is the disclosure of information which relates to suspected wrongdoing or dangers at work, sometimes referred to as whistleblowing.

This may include:

- a) Criminal activity
- b) Unsafe safeguarding practice
- c) Failure to comply with any legal obligation
- d) Miscarriages of justice
- e) Damage to the environment
- f) Bribery
- g) Financial fraud or mismanagement
- h) Breach of our internal policies and procedures
- i) Conduct likely to damage our reputation or our financial wellbeing

- j) Unauthorised disclosure of confidential information;
- k) Negligence;
- l) The deliberate concealment of any of the above matters.

The concerned party is a person who raises a genuine concern relating to any of the above. If you have any genuine concerns related to suspected wrongdoing or danger affecting any of our activities (a Speak Up concern) you should report it under this policy.

This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work. In those cases, you should use the Grievance Procedure or Harassment & Bullying Policy, as appropriate.

If you are uncertain whether something is within the scope of this policy you should seek advice from HR.

POLICY AND PROCEDURE

Raising a concern

The Foundation and The Nest hope that in many cases staff will be able to raise any concerns with their line manager, or another appropriate line manager, informing them in person or putting the matter in writing if preferred. They may be able to agree a way of resolving the concern quickly and effectively, in some cases, they may refer the matter to HR.

Where the matter is more serious, or the staff member feels that their line manager has not addressed the concern, or it is preferred not to raise it with them for any reason, the staff member should contact one of the following:

- a) Their SLT lead or an
- b) Executive member

The Foundation/The Nest will arrange a meeting with the concerned party as soon as possible to discuss their concern. The concerned party may bring a colleague or union representative as a companion to any meetings under this policy. The companion must respect the confidentiality of the disclosure and any subsequent investigation.

A written summary of the concerned parties concern will be taken and they will be provided with a copy following the meeting. We will also aim to give the concerned party an indication of how we propose to deal with the matter.

The Foundation and The Nest will treat all concerns consistently and fairly.

Confidentiality

The Foundation and The Nest hope that colleagues will feel able to voice concerns openly under this policy. However, if a staff member wants to raise a concern confidentially, we will make every effort to keep their identity secret. If it is necessary for anyone investigating your concern to know the concerned party's identity, it will be discussed with them prior to their identity being disclosed.

The Foundation and The Nest do not encourage colleagues to make disclosures anonymously. A proper investigation may be more difficult or impossible if we cannot obtain further information from the concerned party. It is also more difficult to establish whether any allegations are credible.

Colleagues who are concerned about possible reprisals if their identity is revealed should come forward to HR, and appropriate measures can then be taken to preserve confidentiality. If the colleague is in any doubt, they can seek advice from [Protect](#), an independent charity, that offers a confidential helpline to support individuals that are speaking up. Their contact details are at the end of this policy.

Investigation and Outcome

Once a concern has been raised, an initial assessment will be carried out to determine the scope of any investigation. We will inform the concerned party of the outcome of our assessment, they may be required to attend additional meetings in order to provide further information.

In some cases, the Foundation/The Nest may appoint an investigator or team of investigators including staff with relevant experience of investigations or specialist knowledge of the subject matter. The investigator(s) may make recommendations for change to enable the Foundation/The Nest to minimise the risk of future wrongdoing.

We will aim to keep the concerned party informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving specific details of the investigation or any disciplinary action taken as a result. Information about the investigation should be treated as confidential.

If the Foundation/The Nest concludes that a concerned party has made false allegations maliciously or with a view to personal gain, that person will be subject to disciplinary action.

IF YOU ARE NOT SATISFIED

While the Foundation or The Nest cannot always guarantee the outcome a concerned party may be seeking, we will try to deal with the concern fairly and in an appropriate way. By using this policy, colleagues can help the Foundation and The Nest to achieve this.

If the concerned party is not happy with the way in which your concern has been handled, they can raise it with the Chief Executive Officer and HR.

EXTERNAL DISCLOSURES

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases colleagues should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for colleagues to report concerns to an external body such as a regulator. It will very rarely, if ever, be appropriate to alert the media. We strongly encourages colleagues to seek advice before reporting a concern to anyone external. The independent charity, Protect, operates a

confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are at the end of this policy.

‘Speak Up’ concerns usually relate to the conduct of our staff, but they may sometimes relate to the actions of a third party, such as a customer, supplier or service provider. In some circumstances the law will protect you if you raise the matter with the third party directly. However, the Foundation and The Nest encourages you to report such concerns internally first. You should contact your line manager, or one of the other individuals set out in the key contacts section below, for more guidance.

PROTECTION AND SUPPORT FOR CONCERNED PARTIES

It is understandable that colleagues speaking up are sometimes worried about possible repercussions. We aim to encourage openness and will support staff that raises genuine concerns under this policy, even if they turn out to be mistaken.

Concerned parties must not suffer any detrimental treatment as a result of speaking up. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If a colleague believes they have suffered any such treatment, they should inform HR immediately. If the matter is not remedied, they should raise it formally using our Grievance Procedure.

Colleagues must not threaten or retaliate against a person that has spoken up under this policy in any way. If a colleague is involved in such conduct, they may be subject to disciplinary action.

ADDITIONAL INFORMATION

Welfare and Wellbeing

We hope that all Foundation and The Nest employees feel they are able to approach their manager and discuss how they are feeling but in times where more support may be required. We would like to remind all Foundation and The Nest staff have access to an Employee Assist programme and a Welfare and Wellbeing Manager available for support and guidance to external support networks. You can access this service directly or if you require via your line manager or HR.

Responsibility and Key Contacts

The Chief Executive Officer has overall responsibility for this Policy and the People Department have responsibility for ensuring that the policy is up to date, complies with relevant employment legislation and reflects the Foundation and The Nest values.

HR, the Chief Operating Officer and the Chief Executive Officer are responsible for ensuring that concerns are taken seriously and dealt with as quickly as possible.

Line managers are responsible for ensuring that any complaints they receive that may constitute a concern under the Speak Up policy, are passed to HR as a matter of urgency.

Line managers are also responsible for ensuring that employees who raise a Speak Up concern do not suffer a detriment as a result of raising the matter.

Protect is an independent charity that offers a confidential helpline to support concerned parties. You can contact them for advice on 020 3117 2520 (option 1) or at whistle@protectadvice.org.uk

Associated Policies

Grievance Policy

Disciplinary Policy

EDI Policy

Policy Issue Date September 2024

Date of Next Update September 2026

This policy is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in Foundation or The Nest requirements, or relevant legislation.