



# WANT TO SPEAK UP? HOW TO CONTACT US



1. If you want to Speak Up you can do so by **completing the form on our website**, **talking** with us, or **writing** to us (post or email).
2. You can Speak Up with or without confidentiality or if you would prefer, anonymously. These options are available via all our contact methods below.

## VIA OUR WEBSITE

3. You can **visit [this link](#) which will take you to our online form**. Please complete the form and submit it via the website. You do not need to include your contact details if you wish to report something anonymously.

## TALK WITH US

4. If you wish to talk with us, you can call:
  - **your named contact (if you have one);**
  - **Helpline: 0300 102 1919; or**
  - **Head office: 0207 580 8343**
5. **If you want to raise serious concerns verbally**, please ask to speak to the Head of Governance or any member of the Executive Leadership Team (ELT).
6. A record of the matter you are Speaking Up about will be made and may be passed on to enable review and acknowledgement and the consideration of next steps.
7. Please note that for training and monitoring purposes, your call may be recorded.

## IN WRITING

8. **You can write to the Fund at our Head Office:** 67 Portland Place, London, W1B 1AR. Please mark your letter 'private and confidential'. You can address it to the Head of Governance, any member of the Executive Leadership Team (ELT) or, if you would prefer, the Senior Independent Trustee (SIT)<sup>1</sup>.
9. **Alternatively, you can email the Fund via [speak-up@rafbf.org.uk](mailto:speak-up@rafbf.org.uk), or if you would prefer, you can email the SIT: [patrick.aylmer@rafbf.org.uk](mailto:patrick.aylmer@rafbf.org.uk).**
10. If you contact us via letter or email, it would be helpful if you could include:
  - a. who you are and how to contact you (in case we need more information, unless you wish to remain anonymous) and whether you are seeking confidentiality;
  - b. what you are Speaking Up about;
  - c. as much information as possible (i.e. dates, times, names of people involved, what happened / could happen etc); and
  - d. what outcome (if any) you are seeking.

## WHAT HAPPENS NEXT?

11. All reports will be recorded and passed on to the appropriate department to enable review, acknowledgement and consideration of next steps as outlined in our Speaking Up process.

<sup>1</sup> The SIT is Fund Trustee. They are available to staff and stakeholders who wish to raise serious concerns, but where contact through other channels has failed to resolve the matter or when such contact is inappropriate.