



SPEAKING UP

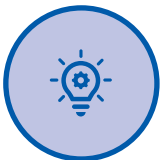


INTRODUCTION

1. We are actively committed to promoting and embedding a culture of openness so that all those who engage with us can have confidence that they will be heard if they Speak Up.
2. We will ensure that anyone who Speaks Up can do so without fear of victimisation or unfair treatment (including protecting the rights of those, where applicable, under the Public Interest Disclosure Act (PIDA) 1998). We will not tolerate such behaviours and will act as appropriate to eradicate it.
3. Anyone who engages with the Fund can use this policy to raise something that has happened in the past, is happening now or where you think something may happen in the future. You can use this policy to raise the following:



Positive feedback about any aspect of the Fund, its staff and volunteers and activities.



Suggestions for improvement(s) where things are good, but you feel they could be even better.



Where things have gone wrong / you are unhappy, so we can see if we can put them right, learn lessons and identify improvements for the future.



For all serious concerns that have happened in the past, are happening now, or could happen in the future so we can stop or limit potential harm.

HOW YOU CAN SPEAK UP

4. You can Speak Up orally or in writing, with and without confidentiality or anonymously.
5. Details of how to contact us if you want to Speak Up can be found at **annex one**.

OUR PROCESS

6. We aim to follow the process below for matters raised under this policy:

1

Listen, review & acknowledge.

2

Decide on the next steps and let you know what those are.

3

Advise you on the outcome of your feedback & / or concern.

4

Let you know how you can escalate your concern or feedback, if you are unsatisfied.

SPOKEN UP? WHAT HAPPENS NEXT

1

Listen, review & acknowledge.

7. We will listen (if made orally) or review (if in writing) your report. We aim to acknowledge all initial reports made under this policy within five working days.
8. Where possible, we may contact you for more information, which may include a request to meet with you. If we need to meet with you, you are welcome to bring someone with you as support. If it is considered appropriate, others may also be present, and we will let you know if this is the case. We may need to take notes as a formal record of the meeting to clarify what has been reported and help us determine our next steps.

2

Decide on the next steps and let you know what those are.

9. Based on the information available, we will decide on the next steps and may, depending on the matter raised, inform you what these are.
10. Where things have gone wrong / you are unhappy or for all serious concerns, we aim to resolve this with you at your first contact with us and at the most within 30 working days. We do however recognise that some matters may take longer and if this is the case we will aim to keep you informed.
11. We will take all reasonable steps to investigate, however the ability to do so can be dependent on several factors

and in some cases, may not be possible.

12. If we do decide to investigate, we will decide who will do this, how the investigation will be conducted, and the associated timescales dependent on the circumstances and we aim to keep you informed as this progresses.

3

Advise you on the outcome of your feedback & / or concern.

13. We aim to inform you of the outcome, where possible, in so far as it would be appropriate to do so.

4

Let you know how you can escalate your concern or feedback, if you are unsatisfied.

14. If you are unsatisfied with the Fund's response, or you have not received a response from the Fund, there may be alternative ways to escalate your matter, and we will advise you of these.

CONFIDENTIALITY

15. We will do all we can to preserve confidentiality where it has been requested. If there is a need to inform / involve others (internally or externally), we aim to notify you, where possible, prior to this happening and the reasons why.
16. Matters reported under this Policy are logged and reported (on a de-personalised basis) to the relevant Board Committee(s), for monitoring purposes, and in some cases, the Fund's Board.