



Supportmatch

Homeshare Service

www.supportmatch.co.uk

Supportmatch Homeshare Policy

Whistleblowing Policy

POLICY TITLE: Whistleblowing

ISSUED: October 2020

REVISED: October 2022

REVIEWED: October 2024

NEXT REVIEW DUE: October 2025

1. Policy Statement

Supportmatch is committed to the highest standards of openness, integrity, and accountability. We expect everyone associated with our organisation to report any wrongdoing that threatens the wellbeing of individuals or the reputation of the organisation. This Whistleblowing Policy ensures that concerns can be raised without fear of reprisal and will be taken seriously, investigated promptly, and treated with appropriate confidentiality.

2. Purpose

This policy provides a mechanism for employees, volunteers, Homesharers, Householders, contractors, and others connected to Supportmatch to raise genuine concerns about malpractice, abuse, or unethical conduct in the public interest.

3. Scope

This policy applies to all staff, volunteers, Homesharers, Householders, agency workers, self-employed professionals, and external partners or contractors.

It covers concerns relating to:

- Criminal offences or unlawful acts
- Safeguarding risks or abuse of vulnerable adults
- Fraud, corruption, or financial mismanagement
- Negligence or breach of professional codes of conduct
- Serious breaches of Supportmatch policies or procedures
- Risk to health and safety or the environment
- Attempts to conceal wrongdoing



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4. Your Right to Blow the Whistle

The **Public Interest Disclosure Act 1998** protects individuals who raise concerns in good faith from dismissal, victimisation, or discrimination. You do not need to provide evidence before raising a concern—just a reasonable belief that wrongdoing may be occurring.

This policy is not for personal grievances (e.g. bullying or contractual disputes), which should be raised through the **Grievance Procedure**.

5. How to Raise a Concern

You can raise a concern in any of the following ways:

- **Verbally or in writing** to your line manager or coordinator
- Directly to the **Whistleblowing Lead**:
 - **Name:** [Insert name]
 - **Email:** info@supportmatch.co.uk
 - **Phone:** 0203 633 6066

If the concern involves a senior member of the team, you may report directly to an independent Director or external body (see Section 9).

Please include:

- A description of the concern
- Names or details of individuals involved (if known)
- Dates, places, and any relevant evidence (if available)

You may raise a concern anonymously, although this may limit our ability to investigate fully.

6. Investigation Process

Upon receiving a report, Supportmatch will:

- Acknowledge receipt within 5 working days
- Appoint a responsible person to investigate
- Maintain confidentiality as far as possible
- Keep the whistleblower informed of progress (where appropriate)
- Take prompt action based on investigation findings
- Involve external agencies (e.g. local authority safeguarding team or police) if necessary

7. Protection for Whistleblowers

Supportmatch will not tolerate retaliation against anyone who raises concerns in good faith. If you believe you are being victimised for whistleblowing, report this immediately. Retaliation or attempts to silence whistleblowers will be treated as gross misconduct.



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8. False or Malicious Allegations

Concerns raised in good faith will always be protected. However, deliberately false or malicious accusations may result in disciplinary action.

9. Reporting Outside the Organisation

If you feel your concern has not been properly addressed, or it would be unsafe to report internally, you may contact:

- **Care Quality Commission (CQC)** – for concerns about care services
- **Local Authority Adult Safeguarding Team**
- **Charity Commission** – for concerns about governance or misuse of funds
- **Public Concern at Work (Protect)** – 020 3117 2520, www.protect-advice.org.uk

10. Monitoring and Review

All whistleblowing reports will be recorded confidentially and reviewed periodically to identify patterns or systemic risks. This policy will be reviewed annually to ensure it remains effective and legally compliant.

11. Contract Supportmatch Homeshare

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Website: www.supportmatch.co.uk

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