

Complaints and Whistle Blowing Policy of The MARS Trust

What is a whistleblower

You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always.

The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

As a whistleblower you're protected by law - you should not be treated unfairly or lose your job because you 'blow the whistle'. You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

Complaints that count as whistleblowing

You're protected by law if you report any of the following:

- a criminal offence, for example fraud
- if someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the charity is breaking the law, for example does not have the right insurance
- you believe someone is covering up wrongdoing

Complaints that do not count as whistleblowing

Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest. Report these under your employer's grievance policy.

The MARS Trust policy is :

Report your concern to the Operations Manager. If this person is involved, report your concern to the Chair of Trustees.

This prescribed person will listen to your concern and decide what needs to be done.

You can say that you don't want to be named, or anyone else to know who has raised the concern. You do not have any say in what action is taken. The prescribed person will keep you informed of any action, but only so far as it doesn't conflict with others' confidentiality.

You can report your concerns to other appropriate agencies outside the charity.

Complaints and Grievances

The MARS Trust takes legitimate complaints positively as we wish to maintain our standards and quality. In particular, we take safeguarding very seriously as a charity dealing with young people. If you as an employee, volunteer or client have a concern it is important that you inform us immediately.

The MARS Trust policy is:

Report your concerns to the Operations Manager, or the Chair of Trustees as soon as possible.

You will be listened to, and if you wish to remain anonymous, that will be respected.

The complaint will be dealt with promptly and you will be informed of any action taken within the limits of confidentiality.

If you wish, you can make your complaint to an appropriate outside agency.

Any unlawful behaviour will be reported to the police.

If you want to have further advice, you may contact Citizens Advice or ACAS, depending on the complaint.

Please report any concerns to:

Operations Manager: Ian Shears

ianshears@themarstrust.co.uk or phone 07471-030585

Chair of Trustees: Karen Mounce

karenmounce@themarstrust.co.uk