



The Social Work Awards: Feedback, Complaints and Whistleblowing Policy

The work of The Social Work Awards charity requires everyone to be committed to the highest possible standards of openness, integrity and accountability. We are committed to encouraging and maintaining a culture where people feel able to raise a genuine concern and are confident that it will be taken seriously.

Feedback

We welcome feedback, comments, compliments and complaints through our charity and seek to resolve all issues properly. We systematically gather feedback throughout all we do – from reviewing our meetings to the feedback we seek from everyone at the Social Worker of the Year Awards.

Complaints

Our complaints process is simple – contact the awards or any Trustee; we will set out in writing how we intend to look at your complaint, and within what timescale, and then do what we say.

Anyone who feels this process did not address their concern can ask for a review by the Board (or a Board sub-committee).

We encourage people to ‘blow the whistle’ on us should we fail in this duty.

What is whistle blowing?

“Whistle blowing” is when someone wants to raise a concern which they feel has not been addressed. If anyone does not feel comfortable raising a concern with the charity, they should contact Beverley, who as our Founding Trustee has a specific responsibility to hold the charity to account.

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:

- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance; and
- whether any witnesses were present.

What happens next?



All concerns raised by a whistle blower will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately. We will respond to a complaint setting out how we intend to investigate and respond and will then do what we say.

Information about whistle blowing complaint received and how they have been addressed will be published in our annual report.

Support

We think it is important that the charity values feedback and seeks to model best practice. We will take all views, comments and complaints seriously and respect the person and their views.

The charity does not tolerate any harassment, victimisation or unfair treatment of anyone and will take appropriate action to protect whistle-blowers when they raise a concern in good faith.

Status of policy

This policy was approved by the Board at its meeting in June 2019 and sits alongside the charity's ethical framework. Both will be reviewed in January 2020 and by June 2022.