

## **Whistleblowing Policy for Central Support Ltd**

### **Policy Statement**

At Central Support Ltd, we hold ourselves to the highest ethical standards and are committed to fostering a culture of transparency, accountability, and ethical behaviour. Our Whistleblowing Policy reflects our unwavering dedication to providing a safe and confidential mechanism for employees, contractors, and stakeholders to report concerns related to misconduct, illegal activities, or unethical behaviour within our organisation. We believe that the early detection and resolution of such issues are essential for maintaining our integrity and reputation.

### **Objectives**

Our Whistleblowing Policy is designed to achieve the following objectives:

1. **Encouragement of Reporting:** We aim to encourage all employees and stakeholders to promptly report any concerns they may have regarding misconduct, illegal activities, unethical behaviour, or potential violations of laws, regulations, or company policies within Central Support Ltd.
2. **Clear Reporting Procedures:** We provide clear and accessible reporting channels to accommodate different communication preferences. Reports can be made through a designated hotline, email address, or by directly contacting a supervisor, manager, or higher authority.
3. **Confidentiality Assurance:** We are dedicated to protecting the confidentiality of whistleblowers to the extent permitted by law. All reports will be treated with the utmost confidentiality, and every effort will be made to safeguard the identity of the whistleblower.
4. **Protection from Retaliation:** Central Support Ltd unequivocally prohibits any form of retaliation against employees or stakeholders who make good faith reports. We are committed to ensuring that anyone who reports concerns is safeguarded from adverse consequences and will take swift and appropriate action against any acts of retaliation.
5. **Thorough Investigations:** Upon receiving a report, Central Support Ltd will conduct comprehensive and impartial investigations. Our investigation team may consist of professionals from legal, human resources, and relevant departments. Whistleblowers will receive periodic updates on the status of the investigation, ensuring transparency in the process.
6. **Appropriate Action:** Following a thorough investigation, Central Support Ltd will take appropriate action based on the findings. This may encompass corrective measures, disciplinary actions, legal proceedings, or process enhancements to prevent future incidents.
7. **Legal Reporting Obligations:** In cases involving serious legal violations, Central Support Ltd may be obligated by law to report the matter to relevant authorities, including Local Council

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and the Care Quality Commission (CQC). However, we are committed to fully protecting the whistleblower's identity possible.

**Tower Hamlets Council Adult Social Care:**

- [adultcare@towerhamlets.gov.uk](mailto:adultcare@towerhamlets.gov.uk)
- 0207 364 5000

**Redbridge Council Adult Social Care:**

- [Adults.alert@redbridge.gov.uk](mailto:Adults.alert@redbridge.gov.uk)
- 0208 708 7333 (option 2)

**Barking and Dagenham Council Adult Social Care:**

- [intaketeam@lbbd.gov.uk](mailto:intaketeam@lbbd.gov.uk)
- 0208 227 2915

**The Whistleblowing Helpline:**

- <http://wbhelpline.org.uk>
- 08000 724 725

**CQC Safeguarding Contact:**

- [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- 03000 616161

**Policy Compliance**

Non-compliance with this Whistleblowing Policy may result in disciplinary actions in accordance with the organisation's disciplinary policy. We strongly urge all employees and stakeholders to familiarise themselves with this policy and report concerns in a timely and bona fide manner.

**Policy Review**

Central Support Ltd is committed to reviewing this policy annually or as needed to ensure its continued relevance and effectiveness in providing a secure and confidential avenue for reporting concerns.

**Distribution of Policy**

This policy will be distributed to all employees and stakeholders and made available on our company website. For any inquiries, concerns, or further information regarding this policy, please contact [info@centralsupportuk.com](mailto:info@centralsupportuk.com). Central Support Ltd stands firm in its commitment to upholding the

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highest standards of ethics and integrity, and we encourage the reporting of concerns that aid us in maintaining these standards.