

Whistleblowing Policy

Feb 2025

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Introduction

New Wine is committed to providing a safe, supportive, and respectful environment for all stakeholders, including delegates, staff, volunteers, and members of the public. To maintain and improve the quality of our operations, we welcome feedback, address complaints, handle grievances, facilitate whistleblowing, and respond appropriately to safeguarding disclosures.

This policy outlines the processes for triaging and addressing these categories to ensure clarity, accountability, and fairness.

Your feedback, complaint, or concern will be:

- Dealt with as quickly as possible.
- Handled fairly and politely.
- Investigated appropriately.

How can you provide feedback?

We aim to be as flexible as possible when receiving complaints or concerns. You can share your feedback or complaint in the following ways, though it must always be in writing:

- By letter.
- By phone.
- In-person.
- By email.
- On behalf of someone else.

Feedback Matrix

Feedback is categorised into six areas to enable prompt and appropriate responses.

Please find the relevant policies linked below.

Category	Whereabouts	Definition	Examples
Feedback	Please use this form.	Comments or suggestions for improvement that do not require further investigation.	Suggestions about event logistics.
Complaints Policy	Complaints policy	Concerns raised by individuals dissatisfied with services or actions that breach expectations.	Issues with event arrangements or response times.
Grievance Policy	Staff Handbook	Concerns raised by staff about workplace conditions or treatment.	Discrimination or unfair treatment.
Whistleblowing Policy	Whistleblowing policy	Reports of misconduct, illegal activities, or ethical breaches within the organisation.	Fraud or misuse of organisational resources.
Safeguarding Disclosures	Safeguarding Policy	Reports relating to the abuse or neglect of under 18s or vulnerable adults, in line with safeguarding policies.	Allegations of abuse or neglect.
Concerns Policy	Section 5 of the Safeguarding Policy	Report or feedback regarding a low-level concern that is not a complaint about behaviour or a safeguarding disclosure.	Feedback of unusual behaviour.

Monitoring and Reporting

To ensure accountability, all feedback, complaints, grievances, whistleblowing cases, safeguarding disclosures and low-level concerns will be logged, monitored, and reviewed periodically to identify trends and improve processes.

Trustees will receive a report annually on how many complaints have been received, how many were upheld, how many were appealed, whether the appeal was successful and a summary of the lessons learned.

Policy Ownership and Signature

New Wine recognises the importance of having a clear and consistent approach to handling feedback, complaints, grievances, whistleblowing, and safeguarding disclosures across its activities, including events, volunteer teams, and all interactions with the New Wine Network.

All leaders, volunteers, and staff engaging in New Wine activities are expected to adhere to the guidelines and procedures outlined in this policy. When interacting with other organisations, New Wine's Feedback and Complaints Policy will take precedence in addressing complaints and concerns.

This policy will be reviewed annually by the New Wine Trustees to ensure it remains aligned with organisational values and best practices.

Signature: 
Print Name: Pete Goldring
Position: Director of Operations

Date: 11/02/2025

Support for Whistleblowers

- New Wine acknowledges that the whistleblowing process can be stressful. Support services, guidance, or pastoral care may be offered where appropriate.
- Whistleblowers can be submitted in alternative formats where required (e.g., large print, translated materials). Please contact raisingconcerns@new-wine.org for further support.

Whistleblowing process

Whistleblowing is raising a genuine concern about certain types of wrongdoing within an organisation. A Whistleblower is a person who raises a genuine concern about certain types of wrongdoing in the organisation. New Wine is committed to the highest standards of openness, probity, and accountability. We therefore view it as extremely important to have a mechanism in place to enable staff to voice concerns in a responsible and effective manner.

This policy has been designed to enable individuals to raise concerns to New Wine and to disclose information which they believe shows malpractice or impropriety without fear. The policy is intended to cover concerns which are in the public interest. Wrongdoing may include, but is not limited to:

- Financial fraud or mismanagement
- Failure to comply with legal, professional, or regulatory obligations and requirements
- Criminal activity
- Danger to health and safety or the environment
- Improper conduct or unethical behaviour
- Attempts to conceal any of the above

The policy is not designed to question New Wine's financial or business decisions. Neither should the policy be used for complaints about an individual's circumstances (e.g., how an individual has been treated at work). The Complaints / Grievance Procedures should be used in these cases.

New Wine hopes that in many cases, the individual will be able to raise any concerns with their manager or team leader. However, if the whistleblower would prefer not to do so for any reason, they should contact the Director of Operations. The whistleblower may make the disclosure in person or put the matter in writing if they prefer.

All complaints will be appropriately investigated by an appropriate manager with relevant investigative experience who is not connected with the case. The whistleblower may be asked to attend a meeting to discuss the concern. The individual may be accompanied by a colleague, fellow volunteer, or Trade Union official (if a staff member), and the companion must respect the confidentiality of the individual's disclosure and any subsequent investigation.

New Wine will endeavour to keep the whistleblower updated on the matter's progress and the investigation's outcome. The individual should appreciate that it may not always be possible or appropriate to tell them the details of any action, but they will be informed if action is taken. If it is found that a whistleblower has made false allegations maliciously, or with a view to personal gain, the whistleblower will be subject to disciplinary action or/and removed as a volunteer.

If the individual is not happy with how their concern has been handled, they can raise an appeal. Details of the person to whom the appeal should be addressed will be provided. New Wine will endeavour to keep the whistleblower updated on the progress and outcome of the appeal.

In the first instance, a whistleblower should always raise any concerns internally. It is New Wine's intention that individuals will not find it necessary to alert anyone externally.

However, New Wine accepts that in specific circumstances it may be necessary to raise a concern externally, for example if the individual or volunteer is not satisfied with an internal response to a disclosure. In such cases, individuals are entitled to contact a "relevant body" to express concerns, in doing so, the individual should:

- have a reasonable belief that the allegation is based on correct facts
- disclose to a relevant body
- have a reasonable belief it is in the public interest to make the disclosure.

A "relevant body" is likely to be a regulatory body (for example, the Health and Safety Executive or the Financial Conduct Authority). The media is not a relevant external body. Individuals or volunteers should not contact the media with allegations about the organisation. We strongly encourage individuals to seek advice before reporting a concern externally. They are encouraged to contact the Protect helpline at 020 3117 2520.