

BARE NECESSITIES TOILETRY BANK (BNTB)

WHISTLEBLOWING & COMPLAINTS POLICY

1. About this policy

- 1.1 We are committed to conducting and operating BNTB with honesty and integrity, and we expect everyone involved with BNTB to maintain high standards. Any suspected wrongdoing should be reported as soon as possible.
- 1.2 This policy covers everyone involved with and carrying out work for BNTB including all trustees, volunteers, interns, employees, consultants, contractors, casual workers and agency workers.
- 1.3 We may amend this policy at any time.

2. What is whistleblowing?

- 2.1 Whistleblowing is the reporting of suspected wrongdoing or dangers in relation to our activities. This includes bribery, facilitation of tax evasion, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations. It also includes failure to comply with the requirements and standards of conduct set out by the Charity Commission.

3. How to raise a concern

- 3.1 We hope that in most cases you will be able to raise any concerns with one of the trustees. Fiona Miller is the trustee with responsibility for dealing with whistleblowing concerns or complaints. You may also contact Wendy Hobson, Chair of the Trustees. Contact details are at the end of this policy.
- 3.2 We will arrange a meeting with you as soon as possible to discuss your concern or complaint. You may bring another BNTB volunteer to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

4. Confidentiality

- 4.1 We hope that everyone who works at BNTB will feel able to voice whistleblowing concerns and complaints openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to

keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

5. External disclosures

5.1 The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing within BNTB. In most cases you should not find it necessary to alert anyone externally.

5.2 The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as the Charity Commission. We strongly encourage you to seek advice before reporting a concern to anyone external. Protect operates a confidential helpline. Their contact details are at the end of this policy.

6. Protection and support for whistleblowers

6.1 We aim to encourage openness and will support whistleblowers who raise genuine concerns under this policy, even if they turn out to be mistaken.

6.2 Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform Fiona Miller immediately.

6.3 You must not threaten or retaliate against whistleblowers in any way.

6.4 Protect operates a confidential helpline. Their contact details are at the end of this policy.

7. Contacts

Trustee with responsibility for whistleblowing concerns	Fiona Miller Mobile 07375 110696 Fiona@bntoiletrybank.org
Chair of Trustees	Wendy Hobson Wendy@bntoiletrybank.org
Protect (Independent whistleblowing charity)	Helpline: 020 3117 2520 Website: https://protect-advice.org.uk

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