MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

# Whistleblowing Policy

## Policy Control Information

| Item | Details |
|---|---|
| **Policy Title** | Whistleblowing Policy |
| **Policy Reference** | MRA-POL-007 |
| **Policy Owner** | MRA Ltd |
| **Responsible Director** | Managing Director |
| **Designated Lead** | Operations Managers |
| **Version** | 0.2 |
| **Approved By** | Managing Director |
| **Issue Date** | 25/11/2026 |
| **Review Date** | Annually, and after any change in the law, a serious incident or an audit finding |

## 1. Policy Statement

Marice Recruitment Agency Ltd ("the company") wants anyone who sees wrongdoing to speak up early, and to feel safe doing so. Concerns raised honestly will be taken seriously, looked into and acted on, and nobody will be treated unfairly for raising one.

This policy is based on:

- Employment Rights Act 1996, Part IVA, as inserted by the Public Interest Disclosure Act 1998
- Public Interest Disclosure (Prescribed Persons) Order 2014
- Safeguarding Vulnerable Groups Act 2006

## 2. Purpose

To explain what whistleblowing is, how to raise a concern, how it will be handled and how people who raise concerns are protected.

## 3. Scope

This policy applies to internal staff, all workers supplied by the company (who are protected as workers under the Employment Rights Act 1996), contractors and anyone acting for the company. Personal complaints about a person's own pay or treatment are dealt with under the Complaints Policy (MRA-POL-008) or the grievance procedure, unless they also affect others.

## 4. What Whistleblowing Is

Whistleblowing means reporting a concern that is in the public interest about wrongdoing linked to the company or a client site where a worker is placed. Examples include:

- Abuse or neglect of adults at risk or children
- Risks to health and safety
- Criminal activity, fraud, bribery or tax evasion
- Modern slavery or exploitation of workers
- Breaches of legal or regulatory duties
- Damage to the environment
- Any attempt to cover up any of the above

## 5. Protection for Whistleblowers

- Nobody will be dismissed, denied shifts, disciplined or treated unfairly for raising a concern they reasonably believe is in the public interest, even if it turns out to be mistaken
- Anyone who victimises or threatens a whistleblower will face action under the Employee Conduct and Disciplinary Policy (MRA-POL-012)
- The identity of the person raising a concern is kept confidential where possible. Anonymous concerns are accepted, although they can be harder to look into
- Knowingly making a false report to cause harm is a disciplinary matter

## 6. Internal Reporting Procedure

1. Raise the concern with your line manager or, for workers on assignment, with your consultant at the company.
2. If that is not appropriate, or the concern is about them, raise it with the HR Manager or the DOQA Department Head.
3. If the concern involves senior management, raise it directly with the Managing Director.
4. The concern is acknowledged within 3 working days.
5. The person handling it decides how it will be looked into and gives feedback on progress, normally within 20 working days, while respecting the confidentiality of others.

Concerns can be raised in person, by phone on 020 8013 1881 or by email to safeguarding@maricerecruitment.co.uk, marked "Confidential: Whistleblowing".

## 7. External Reporting

The company hopes concerns can be resolved internally, but anyone can also report to a prescribed person, which is protected by law. Relevant ones include:

| Concern | Who to report to |
|---|---|
| Care quality or safety at a care client | Care Quality Commission |
| Nurses' fitness to practise | Nursing and Midwifery Council |
| Health and safety at work | Health and Safety Executive |
| Conduct of employment agencies | Employment Agency Standards Inspectorate |
| Labour exploitation | Gangmasters and Labour Abuse Authority |
| Tax, National Minimum Wage | HM Revenue and Customs |
| Data protection | Information Commissioner's Office |

Free, confidential advice is available from the whistleblowing charity Protect, or from Acas.

## 8. Safeguarding Link

Concerns about the abuse or neglect of an adult at risk or a child must be reported straight away under the Safeguarding Adults and Child Protection Policy (MRA-POL-006), and do not wait for this procedure.

## 9. Governance and Oversight

The HR Manager enforces this policy and keeps a confidential whistleblowing log. The Managing Director has overall accountability and reviews the number and type of concerns, without names, every quarter.

## 10. Review

This policy is reviewed every year, and after any change in the law or a serious concern.