

Happy Healthy Together CIC

Complaints and Whistleblowing Policy

1. Purpose and scope of this policy

Happy Healthy Together CIC is committed to providing high-quality, safe and respectful services. We welcome feedback and are committed to addressing concerns promptly, fairly and transparently. This policy sets out how complaints and whistleblowing concerns can be raised and managed.

This policy applies to all directors, staff, self-employed associates, volunteers, participants, parents, carers and partners.

2. Difference between complaints and whistleblowing

A complaint is an expression of dissatisfaction about services, activities or conduct that affects a participant, parent or partner.

Whistleblowing involves raising concerns about serious wrongdoing, unsafe practice, abuse, fraud or misconduct within the organisation, usually by someone working within or alongside Happy Healthy Together CIC.

3. Our commitment

Happy Healthy Together CIC is committed to ensuring that:

- Complaints are handled respectfully, confidentially and without prejudice
- Whistleblowers are supported and protected from detrimental treatment
- Concerns are taken seriously and investigated appropriately
- Lessons are learned to improve practice

4. How to make a complaint

Complaints can be raised verbally or in writing. Where possible, concerns should first be raised informally with a member of staff or project lead.

Formal complaints should be submitted in writing to info@happyhealthytogether.co.uk and clearly state the nature of the concern and the outcome sought.

5. Complaints handling process

Complaints will be acknowledged promptly and reviewed by a director not directly involved in the matter. An impartial investigation will be carried out where appropriate, and outcomes communicated within a reasonable timeframe.

Complaints may be escalated if the complainant is dissatisfied with the response.

6. Whistleblowing procedure

Whistleblowing concerns should be raised with a director as soon as possible. Concerns may relate to safeguarding, health and safety failures, financial misconduct or serious breaches of policy. Concerns will be handled sensitively and discreetly.

7. Safeguarding and serious concerns

Where concerns relate to the safety or welfare of a child or vulnerable adult, these will be managed in line with the Safeguarding, Child Protection and Safeguarding Vulnerable Adults Policies and may be referred to external agencies as required.

8. Confidentiality and protection from detriment

All complaints and whistleblowing concerns will be handled confidentially where possible. Individuals raising concerns in good faith will not be treated unfairly or suffer detriment as a result.

9. External reporting

If concerns cannot be resolved internally, individuals may contact external bodies such as funders, regulators or local authority safeguarding teams. Independent advice may also be sought.

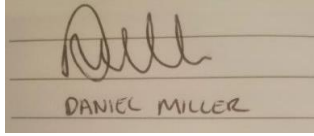
10. Monitoring and learning

Complaints and whistleblowing concerns will be monitored to identify learning and improve organisational practice where appropriate.

11. Policy review

This policy will be reviewed annually, or sooner if legislation, guidance or organisational practice changes. Next review scheduled April 2027.

Director approval



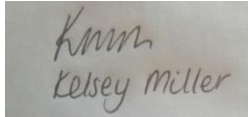
DANIEL MILLER

Signed: Date: 09/04/2026



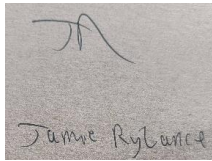
Mr David Trotter

Signed: Date: 09/04/2026



Kmm
Kelsey Miller

Signed: Date: 09/04/2026



JR
James Ryland

Signed: Date: 09/04/2026