



Whistleblowing Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche is committed to the highest possible standards of openness, honesty, and accountability. We encourage all employees, volunteers, students, and agency workers to raise genuine concerns about any aspect of the nursery's work without fear of reprisal. This policy is designed to provide a safe, confidential mechanism for raising concerns.

This policy is written in accordance with the Public Interest Disclosure Act 1998 (PIDA), the Employment Rights Act 1996, the Regulation and Inspection of Social Care (Wales) Act 2016, and the Social Services and Well-being (Wales) Act 2014. It aligns with CIW guidance and the Wales Safeguarding Procedures 2019.

2. Scope

This policy applies to all staff, including agency workers, volunteers, and students on placement. It covers concerns that are in the public interest, such as:

- Safeguarding concerns about a child's welfare
- Poor practice or malpractice affecting children
- Unlawful conduct or criminal activity
- Breaches of health and safety obligations
- Financial irregularity or fraud
- Attempts to conceal any of the above
- Any practice that conflicts with CIW regulations or national minimum standards

Personal grievances (e.g., terms of employment, interpersonal disputes) are covered by the Grievance Procedure, not this policy.

3. Principles

- Encourage and enable individuals to raise genuine concerns
- Support staff to take an active role in eliminating poor practice
- Ensure concerns are investigated promptly and thoroughly
- Protect those making disclosures from victimisation, harassment, or retaliation

- Any staff member who raises a concern in good faith will not be penalised, even if the concern is not ultimately substantiated

4. Confidentiality

We will protect the identity of the person raising a concern as far as possible. However, in some cases — particularly safeguarding matters — it may be necessary to reveal identities as part of the investigation. If disclosure of identity becomes necessary, the person will be informed beforehand with an explanation of why.

Once a concern has been raised, the whistleblower must not discuss the matter with anyone other than the designated persons handling the investigation.

5. How to Raise a Concern

5.1 Internal Reporting

1. **First instance:** Raise the concern with the Nursery Manager (Elissa Clarke)
2. **If the concern involves the Manager:** Contact the Responsible Individual, Samantha Rennison — 01639 865 912 or samantha.rennison@bijou-nursery.com
3. **If the concern involves both:** Contact the Director, Michael Rennison — michael.rennison@bijou-nursery.com

Concerns are best raised in writing, including:

- Background and history of the concern
- Names, dates, and places where possible
- The reason you are concerned
- Any evidence or documentation available

If you prefer not to write, the person receiving the concern will make a written record and ask you to sign to confirm its accuracy.

5.2 External Reporting

If you feel unable to raise the concern internally, or if you have raised it and are not satisfied with the response, you may contact:

Care Inspectorate Wales (CIW)

Welsh Government, Rhydyar Business Park, Merthyr Tydfil, CF48 1UZ

Tel: 0300 7900 126 · Email: CIW@gov.wales

Public Concern at Work (Protect)

Whistleblowing advice line: 020 3117 2520 · protect-advice.org.uk

6. Investigation Process

- Within one week of receipt, you will receive written acknowledgement of your concern
- The Nursery Manager or Responsible Individual will investigate the matter
- Within two weeks, you will be informed of what action is being taken

- You will be kept informed of progress and notified of the outcome
- Where safeguarding is involved, the Wales Safeguarding Procedures are followed immediately, alongside this policy

7. Protection from Retaliation

Under the Public Interest Disclosure Act 1998, workers who make qualifying disclosures are legally protected from dismissal or detriment. Any attempt to victimise, bully, or discipline a whistleblower will be treated as a serious disciplinary matter.

8. Anonymous & Malicious Complaints

Anonymous concerns are accepted but are more difficult to investigate. Where possible, we encourage individuals to identify themselves so we can seek clarification and provide feedback.

If an allegation is made in good faith but is not substantiated, no action will be taken against the person. However, if an allegation is found to be deliberately false or malicious, disciplinary action may be taken.

9. You Should Not

- Investigate the matter yourself
- Approach or accuse individuals directly
- Tell anyone other than the designated persons listed in this policy

10. Related Policies

- Safeguarding & Child Protection Policy
- Concerns & Complaints Policy
- Staff Disciplinary & Grievance Procedure
- Data Protection & Confidentiality Policy