

Multi-Cultural Family Base

Conflict Resolution and Whistleblowing Policy

This policy applies to Board members, staff, students and volunteers.

MCFB is committed to transparency in our organisation. Any person who, in good faith, raises concerns about the behaviour of any Board member, staff member, student or volunteer will be supported. Within MCFB we recognise difference and the potential for conflict and we encourage a climate where issues can be raised, discussed and resolved. We also, as an agency, recognise the existence of power imbalances. In general issues should be tackled directly with the person concerned and it is expected that any Board member, staff member, student or volunteer will be open to consider criticism constructively and address any need for change.

In the first instance there are a number of options to assist in having this discussion. A direct approach can be made to the person concerned seeking an opportunity to discuss a matter which has caused concern. The assistance of a link worker, practice teacher or duty senior can be enlisted to help in this process. All staff and Board members will encourage open discussion and resolution of conflict. Reference should also be made to MCFB's Complaints Procedures. Any grievances will be dealt with according to the ACAS Codes of Practice.

There may be some circumstances in which the level or nature of concern is such that conflict resolution as described above is not appropriate and then the following procedure should be followed.

If any Board member, staff member, student or volunteer has any concern about the professional conduct of any other Board member, staff member, student or volunteer including conduct which could jeopardise the safety or wellbeing of any person, this should be reported as follows:

- Concerns about students should be reported to their practice teacher and the duty senior
- Concerns about volunteers should be reported to the duty senior
- Concerns about members of staff should be reported to the Chief Executive

- Concerns about the Chief Executive should be reported to the Chair of the Board or to another Board member through the duty senior
- Concerns about Board members should be reported to the Chief Executive

Action taken will be guided by:

- Ensuring the wellbeing of all service users
- The welfare of the person concerned and anyone else affected or potentially affected
- SSSC Codes of Practice for Social Service Workers and their Employers
- MCFB's Health and Safety Policy
- The need to consider disciplinary measures in accordance with the ACAS Codes of Practice
- The need to refer allegations of criminal activity to the Police

26th March 2008