Whistleblowing policy for Creatful CIC

Title: Creatful CIC Whistleblowing Policy_V1.1 | Author: Creatful CIC Safeguarding officer (Nancy Fellows)
Date published: 19/05/26 | Last reviewed: 28/10/26 | Next review date: 01/11/27

Purpose of this policy

Creatful is committed to operating with integrity, transparency, and accountability. We want staff, volunteers, partners, and participants to feel safe to raise concerns about wrongdoing without fear of victimisation. This policy explains how concerns can be raised, how they will be handled, and the protections available to anyone who speaks up in good faith.

Whistleblowing is different from a personal complaint or grievance. It refers to concerns raised in the public interest about serious wrongdoing, risks, or misconduct that could harm individuals, Creatful, or the wider community.

What counts as whistleblowing?

Concerns may include (but are not limited to):

- Criminal activity
- Safeguarding concerns or risks to vulnerable people
- Fraud, financial mismanagement, or misuse of funds
- Serious breaches of policies or legal obligations
- Unsafe working practices
- Discrimination, harassment, or abuse of power
- Covering up wrongdoing

Concerns can be raised even if you are unsure whether wrongdoing has occurred — if something feels unsafe, unethical, or concerning, we want to know.

Who can raise a concern?

This policy applies to:

- Staff
- Volunteers
- Freelancers and sessional workers
- Trustees and directors
- Partners and collaborators
- Participants or members of the public who have direct contact with Creatful

How to raise a concern

Concerns can be raised in any of the following ways:

1. Directly to any of our directors (details of current directors can be found at the bottom of this document)
    - In person
    - By email
2. If the concern involves the Director, or you feel unable to raise it with them, you may contact:
    - The relevant statutory body, such as:
        - Local Authority Safeguarding Teams
        - CIC Regulator
        - Police
        - HMRC

You do not need proof only a reasonable belief that something is wrong.

How Creatful will respond

When a concern is raised, Creatful will:

- Acknowledge the concern within 5 working days
- Treat the matter sensitively and confidentially
- Carry out an initial assessment to determine next steps
- Investigate the concern fairly and promptly
- Keep the whistleblower informed where appropriate
- Take action to address any wrongdoing identified

Where safeguarding concerns are raised, statutory procedures will be followed immediately.

Protection for whistleblowers

Creatful is committed to ensuring that anyone who raises a concern in good faith is:

- Protected from victimisation, dismissal, or disadvantage
- Not treated differently or unfairly
- Supported throughout the process

Raising a concern will never affect your role, opportunities, or relationship with Creatful.

Malicious or knowingly false allegations may be treated as misconduct, but honest mistakes are always protected.

Confidentiality

All concerns will be handled with the highest level of confidentiality possible. Information will only be shared with those who need to know in order to investigate or take action.

Anonymous concerns will be considered, though they may limit our ability to investigate fully.

Learning and improvement

Creatful is committed to learning from concerns raised. Where appropriate, we will:

- Strengthen policies and procedures
- Improve training and safeguarding practices
- Share learning with partners where it benefits the wider sector
- Report serious incidents to the CIC regulator or other regulators

Review of this policy

This policy will be reviewed annually by the Director or sooner if legislation or best practice changes.

Directors of Creatful CIC as of May 2026

Nancy Fellows: creatful.info@gmail.com

Paula Skeggs: paula.skeggs71@gmail.com

Elodi Fellows: elodi.fellows@icloud.com

Alison Smith: healingfeelings23@gmail.com