

# ICTQual AB

## Whistleblowing Policy



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# **ICTQual AB**

## **Whistleblowing Policy**

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## 1. Purpose

This policy is designed to encourage and protect individuals who wish to report any wrongdoing, unethical behavior, or breaches of legal or regulatory obligations within ICTQual AB or its Approved Training Centres (ATCs). It aims to ensure that concerns are raised and addressed effectively and in confidence, fostering a culture of transparency and accountability.

## 2. Scope

This policy applies to:

- ICTQual AB employees, contractors, and representatives.
- Approved Training Centres (ATCs), including staff and learners.
- Any third parties or stakeholders interacting with ICTQual AB.

## 3. Policy Statement

ICTQual AB is committed to maintaining the highest standards of integrity and transparency in all its activities. We encourage individuals to raise concerns about unethical conduct, wrongdoing, or other serious issues without fear of retaliation or discrimination. This policy outlines the process for reporting concerns and ensures that all reported concerns are taken seriously, investigated appropriately, and resolved.

## 4. Legal Framework

This policy complies with the following legislation:

- **Public Interest Disclosure Act 1998 (PIDA)**, which protects individuals who disclose certain types of wrongdoing.
- **Employment Rights Act 1996** (as amended).
- **The Bribery Act 2010**
- **UK GDPR (General Data Protection Regulation)**

## 5. Whistleblowing Procedure

### 5.1 How to Report a Concern

Individuals should report concerns where they believe that:

- There is a risk of harm to the public or individuals.
- There is unethical conduct, such as fraud, corruption, or dishonesty.
- A breach of legal or regulatory obligations has occurred.
- Mismanagement or serious malpractice is evident.

*Concerns should be reported at the earliest opportunity, and individuals are encouraged to provide as much detail as possible to facilitate a thorough investigation.*

### 5.2 Internal Reporting Channels

ICTQual AB provides the following channels for whistleblowing:

- **Direct Manager or Supervisor:** In most cases, concerns should be raised with the immediate manager or supervisor.
- **Designated Whistleblowing Officer:** If the concern involves the manager or supervisor, or if confidentiality is needed, concerns can be reported directly to the designated Whistleblowing Officer (the designated person within ICTQual AB responsible for handling such cases).
- **Email or Helpline:** A confidential whistleblowing email address or telephone helpline may be available for reporting concerns.

### 5.3 Protection and Confidentiality

ICTQual AB will protect the identity of whistleblowers as far as possible. All reports will be treated confidentially, and whistleblowers will be informed of any necessary disclosures during the investigation process. In cases where the identity of the whistleblower must be revealed (e.g., legal requirements), they will be notified in advance.

### 5.4 Investigating Concerns

- Upon receiving a whistleblowing report, ICTQual AB will promptly acknowledge receipt of the concern and initiate an investigation.
- Investigations will be carried out fairly, thoroughly, and impartially, with the findings being documented.
- If the investigation confirms the reported issue, appropriate corrective or disciplinary action will be taken.
- The whistleblower will be informed of the outcome of the investigation, where possible, while maintaining confidentiality.

## 6. Roles and Responsibilities

### 6.1 ICTQual AB Management

- Ensure the implementation and communication of the whistleblowing policy.
- Provide training and resources to staff and ATCs to raise awareness of whistleblowing procedures.
- Investigate reported concerns in an impartial and timely manner.

### 6.2 Employees, Contractors, and Learners

- Report any concerns about unethical behavior, malpractice, or legal violations in good faith and in accordance with this policy.
- Maintain confidentiality and cooperate in investigations when required.
- Refrain from making false or malicious claims.

## 7. Types of Concerns Covered by This Policy

The following are examples of concerns that may be raised under this policy:

- Fraud or financial mismanagement.
- Corruption, bribery, or abuse of power.
- Health and safety violations or risks.
- Breach of privacy or data protection laws.
- Discriminatory practices, harassment, or bullying.
- Any actions that could harm the reputation or integrity of ICTQual AB or its stakeholders.

## 8. Non-Retaliation and Protection of Whistleblowers

ICTQual AB is committed to protecting whistleblowers from retaliation or discrimination. Any form of retaliation, including unfair treatment, harassment, or dismissal, against an individual who raises concern in good faith, is strictly prohibited. Any employee or stakeholder found to be retaliating against a whistleblower will face disciplinary action.

## 9. Monitoring and Review

ICTQual AB will monitor the implementation and effectiveness of this policy regularly.

- The Whistleblowing Officer will review the cases to identify any trends or recurring issues.
- The policy will be reviewed annually to ensure it remains compliant with legal standards and best practices.
- Any changes to this policy will be communicated to all relevant stakeholders.

## Contact Us

*For further information or assistance with conflicts of interest, please contact ICTQual AB:*

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