

Whistleblowing (Speaking Up) Policy

Version 06 – Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

Charity	Mama2Mama Baby Essentials CIO (1199777)
Supersedes	Version 05, effective 8 April 2025
Policy lead	Zuzana Fratrikova, Founder & CEO
Approval	Approved by the Board of Trustees on 3rd November 2026
Next review	3rd November 2027 (or earlier if needed)
Primary contact	info@mama2mama.org.uk | 07958 759731

1. Why speaking up matters

At Mama2Mama, creating a safe, respectful culture is part of our everyday work. Whether we're packing baby clothes, serving coffee, or coordinating referrals, the way we behave behind the scenes matters just as much as the support we provide.

We believe that anyone connected to our charity — staff, volunteers, trustees or partners — should feel able to speak up if something isn't right. This policy explains how concerns about serious wrongdoing are raised, assessed and addressed safely. Speaking up is about preventing harm and protecting trust, not assigning blame.

2. Scope and distinction from complaints

This policy applies to current and former employees, workers, volunteers, trustees, contractors, placement students and delivery partners. We will also take seriously relevant concerns from others, including families and donors, and direct them to the appropriate procedure.

Whistleblowing concerns generally relate to wrongdoing affecting others or the wider public interest. Individual workplace issues, such as a personal dispute about hours or treatment, are normally handled under the Complaints and Grievance Policy. A concern may fall under both procedures; Mama2Mama will decide how best to handle it without discouraging disclosure.

Statutory whistleblowing protections under the Employment Rights Act 1996 depend on the individual's legal status and whether the disclosure meets legal requirements. The charity's commitment not to retaliate applies more broadly to anyone raising a genuine concern.

3. What can be reported

You do not need proof before speaking up, and should not investigate the matter yourself. Examples include:

- Harm or risk of harm to children, adults at risk, families, staff or volunteers.
- Fraud, theft, bribery or deliberate misuse of charity funds, grants or donations.
- Criminal conduct, breach of legal duties, or a miscarriage of justice.
- Serious breaches of safeguarding, health and safety, privacy or data protection requirements.
- Serious conflicts of interest, abuse of position or improper influence.
- Damage to the environment, or deliberate concealment of any of the above.

4. How to raise a concern

Raise a concern with Zuzana Fratrikova, Founder & CEO, by email at info@mama2mama.org.uk, telephone 07958 759731, in writing or by requesting a private meeting. Provide what happened, when, who may be affected and any records you already hold; you do not need to classify the legal issue.

If the concern involves the CEO, if reporting to the CEO feels unsafe, or if the response is inadequate, contact the Chair of Trustees or another uninvolved trustee directly. The independent trustee reporting route is Miroslava Zverbikova, Chair of Trustees (zverbikovam@yahoo.com); do not use the CEO-controlled info@ inbox for a confidential report about the CEO.

Anonymous concerns will be considered, although anonymity can limit follow-up. A person can ask for their identity to be kept confidential, but absolute secrecy cannot be guaranteed where disclosure is necessary for safety, fairness or legal duties.

5. Immediate danger and safeguarding

Where someone is in immediate danger, contact emergency services (999). Concerns involving a child or adult at risk must be escalated without delay under Mama2Mama's Safeguarding Policy and relevant local safeguarding procedures. Do not delay urgent protective action while awaiting an internal whistleblowing review.

Where there is suspected criminal conduct, serious charity misconduct, a personal data breach or another reportable event, the responsible lead or independent trustee will consider prompt referral to police, safeguarding agencies, the Charity Commission, the ICO or other appropriate authorities. Any required statutory notification takes priority over internal timescales.

6. Handling and investigating disclosures

The receiving lead will acknowledge a named report normally within five working days, assess immediate risk, consider conflicts of interest and assign an impartial investigator. This is an internal service standard, not a statutory deadline.

The investigator will establish relevant facts fairly, preserve records, hear from affected people where appropriate, and keep information on a strict need-to-know basis. The subject of a concern must not investigate their own conduct. Serious matters may require external independent investigation or legal advice.

We aim to provide a progress update within 20 working days and to conclude matters as promptly as complexity allows. Where a full outcome cannot be shared because of confidentiality, the reporting person will receive an appropriate update. Findings, actions, referrals and closure reasons will be documented securely.

7. Protection from retaliation

Mama2Mama will not tolerate dismissal, threats, exclusion, reduced opportunities, bullying or other disadvantage because a person raised a concern appropriately. Retaliation must be reported to the CEO or, if implicated, an independent trustee and will be investigated separately.

A disclosure made in error will not itself attract disciplinary action. Deliberately fabricated allegations may be addressed under the appropriate disciplinary or volunteer procedures, with due process. The legal test for a protected disclosure is not simply whether it was made in 'good faith'; relevant statutory criteria will be assessed if needed.

8. External disclosures and advice

People may seek independent advice or report to an appropriate external body. Depending on the subject, this may include the Charity Commission for England and Wales, police, relevant safeguarding authorities, the Information Commissioner's Office, HMRC or the Fundraising Regulator. Legal protections for external disclosures can depend on the recipient and circumstances; consider advice before disclosing confidential information publicly.

Independent whistleblowing advice is available from Protect (protect-advice.org.uk). The charity will not require a person to report internally before seeking legal advice or contacting an appropriate regulator.

9. Records, confidentiality and data protection

The policy lead or independent trustee will maintain a restricted-access whistleblowing log recording the date, general nature of concern, risk assessment, investigator, steps taken, outcome, referrals and follow-up actions. Records must be kept only as long as justified by the charity's GDPR & Data Protection Policy and any legal preservation requirements.

Identity and personal information will be shared only where necessary and lawful. Anonymous reporting and confidentiality requests will be respected so far as reasonably possible, without promising absolute anonymity.

10. Board oversight, training and review

The Board of Trustees owns this policy and receives appropriately anonymised oversight information about themes, serious incidents and corrective actions. Zuzana Fratrikova is the operational policy lead except where a conflict requires independent trustee oversight.

The policy should be included in staff, trustee and volunteer induction and made accessible to partners. Trustees should review it annually, next by 3rd November 2027, or sooner following a serious incident or relevant legal change.

11. Our commitment

At Mama2Mama, we want to create a space where people are not afraid to speak up. That means listening without judgement, responding without delay, and acting with integrity when something isn't right.

Whistleblowing is not about accusation. It is about safeguarding what we stand for — care, accountability and community safety. Speaking up protects everyone.

12. Implementation checklist

- [ ] Publish the independent trustee reporting route (Miroslava Zverbikova, zverbikovam@yahoo.com), which is not controlled by the CEO.
- [ ] Agree who investigates disclosures involving trustees, the CEO or safeguarding leads.
- [ ] Monitor performance against the five-day acknowledgement and 20-day update targets.
- [ ] Set up a restricted-access disclosure register and determine a lawful retention approach.
- [ ] Communicate the policy and reporting contacts to staff, volunteers and trustees.

Trustee approval record

Approved by the Board of Trustees on: 3rd November 2026

Minute reference: October 2026 trustee meeting minutes

Miroslava Zverbikova

Miroslava Zverbikova
Chair of Trustees
Signed electronically on 3rd November 2026

Agnieszka Derejska

Agnieszka Derejska
Trustee
Signed electronically on 3rd November 2026

Hazel Chawapiwa

Hazel Chawapiwa
Trustee
Signed electronically on 3rd November 2026

Roy Gopaul

Roy Gopaul
Trustee
Signed electronically on 3rd November 2026

Zuzana Fratrikova

Zuzana Fratrikova
Policy owner · Founder & CEO
Signed electronically on 3rd November 2026

Speak up.
It protects everyone.

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Whistleblowing is not about accusation. It is about safeguarding what we stand for — care, accountability and community safety.

Concerns about the CEO can go directly to Miroslava Zverbikova, Chair of Trustees: zverbikovam@yahoo.com.

