



COMPLAINTS & WHISTLEBLOWING POLICY

1. About this policy

The Flipper Club Ltd (The Flipper Club) is committed to conducting business with honesty and integrity. The aims of this policy are:

- To resolve concerns about any aspect of the The Flipper Club as soon as possible
- To encourage the reporting of suspected wrongdoing as soon as possible

If you have a complaint about any aspect of The Flipper Club you should, in the first instance, discuss this with business owner Amanda Sharples.

If you wish to put your complaint in writing please submit this to amandalsharples@gmail.com.

Amanda Sharples will endeavour to reply to your complaint within a week of receipt but please be aware that this is dependent on the nature of the complaint and the need for further investigation.

2. whistleblowing

Whistleblowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. Some examples of this type of behaviour are :

- criminal activity
- failure to comply with any legal or professional obligation or regulatory requirements
- danger to health and safety including negligence
- damage to the environment
- bribery, financial fraud or mismanagement
- unauthorised disclosure of confidential information
- the deliberate concealment of any of the above matter

Any concerns should be raised with Amanda Sharples in writing to amandalsharples@gmail.com but if this is difficult or inappropriate you may decide to refer the matter to Protect, the free confidential whistleblowing advice line on 0203 117 2520.

Amanda will arrange a meeting or telephone call with you as soon as possible to discuss your concern and determine the scope of any investigation.

Amanda will aim to keep you informed of the progress of the investigation and its likely timescale. However, the need for confidentiality may prevent this. You should treat any information about the investigation as confidential.

It is understandable that whistleblowers are sometimes worried about possible repercussions. Whistleblowers must not suffer any detrimental treatment as a result of raising a concern.