



[\(+44\) 7398 693 595](tel:+447398693595)  
[info@gowisegroup.co.uk](mailto:info@gowisegroup.co.uk)

## Whistleblowing and Complaints Procedure

**Approved by:** Anamaria Blanaru, GoWise Learning CEO & Founder

**Last reviewed:** November 2025

**Next review:** November 2026

### Purpose and Scope

At GoWise Learning, we believe that every child and young person deserves to learn in a safe, honest and supportive environment. We encourage openness, responsibility, and professional integrity in all areas of our work.

This policy provides a clear process for tutors, staff, parents, and others connected with GoWise Learning to raise concerns or complaints in good faith — whether those concerns relate to safeguarding, ethical practice, or the conduct of others.

It applies to all individuals working with or on behalf of GoWise Learning, including self-employed tutors, volunteers, contractors, and administrative staff.

### Our Commitment

- Creating a culture where everyone feels confident to raise concerns without fear of reprisal.
- Responding to all concerns promptly, fairly, and confidentially.
- Protecting those who raise genuine concerns from disadvantage or retaliation.
- Using feedback and complaints to strengthen our safeguarding culture and improve quality across our services.

### What You Can Raise a Concern About

You should use this procedure if you have concerns about:

- The safety or wellbeing of a child or young person.
- Poor or unsafe practice by a colleague, manager, or partner organization.



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- Breaches of safeguarding, professional standards, or the GoWise Learning Code of Conduct.
- Dishonesty, misuse of funds, or unethical behaviour.
- Any action that may risk the reputation or safety of learners, families, or staff.

For minor day-to-day issues (e.g. scheduling, communication, or lesson quality), please first speak informally with the GoWise Learning team.

### **How to Raise a Concern or Make a Complaint**

If you believe something is wrong, it is always better to speak up. You can raise your concern in one of the following ways:

- ✉ Email: [info@gowisegroup.co.uk](mailto:info@gowisegroup.co.uk)
- ☎ Confidential Line: +44 7398 693 595

If you are not comfortable reporting your concern internally, you can contact external bodies such as:

- NSPCC Whistleblowing Advice Line – 0800 028 0285
- Ofsted Whistleblowing Team – 0300 123 3155

### **How We Handle Concerns**

Your concern will be acknowledged within 5 working days. The matter will be reviewed by the Designated Safeguarding Lead. An impartial and confidential investigation will be carried out, and you will be informed of the outcome or any actions taken, where appropriate.

Actions may include:

- Additional staff training or supervision.
- Policy updates or risk reviews.
- Disciplinary action.
- Referral to relevant external authorities, if required.

All information will be treated sensitively and shared only with those who need to know in order to address the concern.



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### **Protection for Whistleblowers**

We understand that raising concerns can be difficult. GoWise Learning will protect you from unfair treatment or victimisation if you raise a concern in good faith. Malicious or deliberately false allegations will be treated seriously and addressed appropriately. Your confidentiality will be respected throughout the process unless disclosure is required by law or necessary to ensure someone's safety.

### **Complaints from Parents, Carers, or Learners**

Parents and carers are encouraged to raise issues early so they can be resolved quickly and informally. If you wish to make a formal complaint, please submit it in writing to [info@gowiselearning.co.uk](mailto:info@gowiselearning.co.uk). You will receive an acknowledgment within 5 working days and a full response within 10 working days where possible. We aim to resolve all matters promptly, fairly, and with mutual respect.

### **Monitoring and Review**

This policy will be reviewed annually or sooner if legislation or best practice guidance changes. We welcome feedback from tutors, parents, and learners to ensure this policy remains effective, transparent, and supportive for everyone involved.