

## **WHISTLE-BLOWING POLICY**

SATRA encourages a free and open culture in dealings between it and its clients. In particular, SATRA recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with.

SATRA has a procedure designed to provide guidance and protection to enable clients with concerns about the internal operation of systems and facilities overseen by SATRA to report these to SATRA in a confidential manner.

This procedure applies in cases where it is genuinely believed that one or more of the following matters is happening, has taken place, or is likely to happen in the future:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- Danger to the environment
- Deliberate attempt to conceal any of the above

All correspondence should in the first instance be addressed in confidence to the Chief Executive.

Our complaints procedure should be followed where a client is unhappy with any of SATRA's personnel actions whilst on a client's premises.