



Adult Skills and Education

Guildhall – EC2P 2EJ

T: 02073 323918

www.cityoflondon.gov.uk/adultlearning

Adult Skills and Education Service

Whistleblowing Policy

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Introduction

The City of London Corporation's Adult Skills and Education Service (ASES) is committed to maintaining the highest standards of integrity, transparency, and accountability in all aspects of its operations, including the delivery of adult education and training through both direct and subcontracted provision.

This whistleblowing policy provides learners, service users, staff, and subcontractors with a safe and confidential route to raise concerns regarding malpractice, misconduct, or wrongdoing within ASES, including safeguarding, health and safety, financial irregularities, discrimination, or other breaches of law or policy.

Scope

This policy applies to:

- Learners enrolled in ASES courses.
- Service users who interact with ASES provision.
- Staff and subcontractors engaged in delivering ASES education and training.

It covers concerns about but not limited to:

- Abuse or mistreatment of learners.
- Health and safety breaches.
- Fraud or financial irregularity.
- Discrimination, harassment, or bullying.
- Any other behaviour that contravenes ASES, COLC, or legal requirements.

How to Raise a Concern



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Learners and service users can raise concerns via the following methods:

- ❖ Telephone: Call the Quality and Performance Lead, Robin Sengupta, on 020 7332 3250.
- ❖ Post: Write to: Robin Sengupta Quality and Performance Lead City of London, Department of Community and Children’s Services PO Box 270, London, EC2P 2EJ
- ❖ Email: Send an email to robin.sengupta@cityoflondon.gov.uk.
- ❖ Support from Others: Concerns can also be raised through a family member, friend, neighbour, or advocate, particularly if English is not the learner’s first language or if the learner has a disability.

Where appropriate, the Quality and Performance Lead will arrange a confidential meeting with the complainant to discuss the concern in more detail.

Timeframe for Handling Concerns

ASES is committed to responding to concerns promptly while ensuring a full and fair investigation. The expected timeframes are:

- ❖ Initial Response: Within 3 days of the concern being raised.
- ❖ Follow-Up: Within 7 days or less, depending on the nature of the concern and the number of parties involved.
- ❖ Resolution: Within 10 days or less, depending on the complexity of the concern and any required consultations or interviews.

The Quality and Performance Lead will keep the complainant informed of progress throughout the process.

Confidentiality and Protection

- ❖ All concerns raised under this policy will be treated confidentially.



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- ❖ Complainants raising concerns in good faith will be protected from retaliation or adverse treatment.
- ❖ Anonymous concerns may be considered, but providing contact information is encouraged to allow a full investigation.

Responsibilities

- ❖ The Quality and Performance Lead is responsible for receiving, investigating, and resolving concerns under this policy.
- ❖ Staff and subcontractors are responsible for supporting a safe and open culture where concerns can be raised without fear of reprisal.

Related Policies and Guidance

This whistleblowing policy should be read alongside:

- ❖ Q0032 ASES- Safeguarding and Prevent Policy
- ❖ Q0016 ASES- Complaints Policy and Procedure
- ❖ Q0039 ASES- Student Code of Conduct and Disciplinary Procedure
- ❖ Q0005 ASES- Health & Safety Policy and Procedures