



Whistleblowing Policy

This policy sets out how we deal with reports of serious misconduct or risk to the public which we receive from the public, employees of CLC Practices and other people involved in the conveyancing and probate process.

It aims to (i) outline the protections that may be available to a whistleblower, and (ii) describe how we handle disclosures from whistleblowers.

The CLC encourages responsible, prompt and lawful reporting of concerns to protect consumers from behaviour which is reckless or dishonest, or otherwise puts consumers at serious risk.

1. What is meant by whistleblowing?

1.1 Whistleblowing is '*making a disclosure in the public interest*' which, in the reasonable belief of the whistleblower, raises concerns that a criminal offence has been committed, there has been a failure to comply with a legal obligation or a miscarriage of justice (see further [s.1 PIDA¹](#)).

1.2 The independent charity [Protect](#) (tel: 020 3117 2520) provides confidential advice about how to raise a concern about potential wrongdoing.

2 How the CLC will approach whistleblowing disclosures

2.1 We will support and protect you if, as a whistleblower, you raise a concern with us in good faith.

2.2 We will consider each concern which is made to us sensitively and carefully.

2.3 We will treat the information you provide as confidential and won't disclose it without lawful authority. As part of an investigation, we may need to disclose some information to the individual or practice concerned. We will discuss this with you, but you should let us know at the outset if there is any specific information that you don't want us to share.

2.4 If you prefer, you can contact us anonymously but this will make it more difficult for us to carry out an investigation. It will also mean we are unable to tell you about any steps we have taken.

2.5 The [CLC Regulation and Enforcement Policy](#) sets out the options available to us and how we determine the appropriate action to take in the circumstances.

2.6 You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always. The wrongdoing you disclose must be in the public interest. This means it must affect others, e.g. the general public. As a whistleblower you're protected by law - you shouldn't be treated unfairly or lose your job because you 'blow the whistle'.

2.7 The duty to disclose overrides any other duties (e.g. confidentiality), but it does not override legal

¹ Public Interest Disclosure Act 1998

privilege (i.e. communications between a professional legal adviser and their client for the purpose of obtaining legal advice²).

2.8 If you have had some involvement in the wrongdoing, the fact that you have made the disclosure and cooperated in any investigation is likely to be taken into account in your favour in determining any appropriate action.

2.9 You are not protected under PIDA if, in disclosing the information, you commit a criminal offence.

3 How to make a whistleblowing disclosure to the CLC

3.1 You can make a whistleblowing disclosure either by emailing: privacy@clc-uk.org

or by post to:

Head of Executive Office (Ref PIDA)
Council for Licensed Conveyancers
We Work
120 Moorgate
London EC2M 6UR

or by calling 020 397 7221

3.2 We will use your personal information to process your complaint and to check on the level of service we provide. See the [CLC Privacy Policy](#) to find out more about how we process your data.

3.3 If you do not wish to disclose your concerns to the Head of Executive Office, you may refer the matter to any of the following officeholders:

- Chief Executive of the Council for Licensed Conveyancers whose e-mail address is ceo@clc-uk.org
- Lay Chair of the Council for Licensed Conveyancers whose e-mail address is janetp@clc-uk.org
- Lay Chair of the CLC Audit and Risk Committee or another CLC Council Member.

3.4 If you consider the concern you have raised to be unlawful, you should also contact the police.

3.5 If you consider that the independence or effectiveness of the CLC's regulatory functions is being or will be prejudiced, you may also raise your concerns directly with the [Legal Services Board](#). In addition, whistleblowers may contact a "[Prescribed Person](#)" or their own [Member of Parliament](#) (MP) and remain protected under PIDA.

4 Complaints

4.1 You may also wish to refer to the CLC's [complaints procedure](#).

² Provided the communication is not made for the purpose of committing a fraud or crime