



Confidential Reporting Policy

Luton Town Football Club

Approved by: Club Board

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This policy can be read in conjunction with the Luton Town FC Whistle Blowing policy

This policy is for the use of Staff and members of the public who wish to report matters confidentially or anonymously.



Confidential Reporting Policy

What does Confidential reporting mean?

Confidential Reporting is a system by which anybody linked to Luton Town FC including the Academy, the Trust and players, supporters or members of the public can report any concerns, suspected misconduct, illegal acts, or failures to act, within the club.

Why is there a need for Confidential Reporting?

Often persons do not feel comfortable raising concerns they may have with colleagues or line managers or the club as a whole, therefore the purpose of Confidential Reporting is providing a means for anyone to highlight concerns however small that they have regarding the way the Club operates, or members of staff or contractors behave without fear of any repercussions and know that their concerns will be investigated.

You may often be the first person to know when somebody is doing something that is wrong or improper and you may feel nervous about voicing your concerns however we will take all reports and concerns very seriously irrespective of whether the report involves an employee, a player, a contractor or a fan.

The club has set up a confidential e-mail address which can be used to report any concerns you have myvoice@lutontown.co.uk Each report will go directly to two dedicated senior members of staff who will be the only people with access to the confidential reporting e-mail address. The information provided will be reviewed and acted upon dependant on what the report is.

The club has a duty to take any report seriously and make sure it is investigated through the correct channels. All reports will be treated in confidence, and your identity will not be disclosed, however if reports are of a serious nature, for example disciplinary or criminal proceedings then it is possible following the investigation that the club may not be able to take further action without your help. So, you may be asked to come forward as a witness, however this wouldn't happen without your prior consent/knowledge. And remember you will be supported by the club at every stage.

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Examples of incidents that should be reported are below, but this list is not exhaustive, if you think that something needs to be reported then you should.

- Inappropriate colleague behaviour
- Bullying
- Harassment
- Sexual abuse
- Corruption
- Breaches of confidentiality
- Behaviour which may damage the club's reputation
- Any conduct that is an offence or a breach of the law (a criminal offence)
- Racial, sexual, disability or any other form of discrimination
- Neglect or abuse of anybody
- Failure to comply with legal requirements (e.g., health and safety)
- Safety of the public and/or other employees

Throughout the process, you will have the full support from senior management at Luton Town Football Club, your concerns will be taken seriously, and the club will do everything it can to help you and update you throughout the process. If your report relates to something that has happened to you personally then the club will allocate you a point of contact from within the club at a managerial level who will support, you and answer any concerns you have.

You will be expected to provide as much detail as possible including who the report is about, any dates that are relevant, why you believe your concern to be true and anything else that might assist the club to consider your concerns further. Although you are not expected to prove the truth of any allegations or concerns you have, you will need to demonstrate to the person that receives the report that you have a genuine concern which relates to your report.

The club will acknowledge your concerns as soon as possible and an assessment will be made to decide if an investigation is appropriate and if so, what form it should take. Depending on the information available and the context of the report that is made, it may be decided that no action will be taken however if this is the decision following assessment you will have the opportunity to discuss this with the Senior Manager concerned.

Where appropriate the matters raised may be

- investigated by management or through a disciplinary/grievance process
- be referred to the police
- be subject to child protection procedures
- Form the subject of an independent enquiry

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Throughout the process, you can meet with the Senior Manager who deals with your concern in person in a suitable place away from the club if you wish. If you make an allegation in good faith and reasonably believe it to be true, the club will recognise your concern and you will have no cause for concern. If, however you make an allegation frivolously, maliciously or for financial gain then appropriate action which may include disciplinary or legal action being taken against you.

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