
The Money and Pensions Service (MaPS) maintains a Whistleblowing Policy to uphold transparency, integrity, and accountability by providing a structured framework for reporting and investigating improper conduct. The policy ensures confidentiality and protection for whistleblowers acting in the public interest while complying with the Public Interest Disclosure Act 1998.

Scope and Purpose

The policy applies to all MaPS colleagues and Non-Executive Directors, aiming to manage serious disclosures consistently and protect individuals who report wrongdoing in good faith.

Public Interest Disclosure Act 1998

Whistleblowers are legally protected when reporting criminal offences, legal breaches, miscarriages of justice, health and safety risks, environmental damage, or concealment of such issues, provided disclosures are made in reasonable belief and good faith.

Reporting Channels

Reports can be made confidentially via a dedicated whistleblowing email inbox, designated internal contacts including the Head of Governance and Chair of the Audit Committee, senior leadership, or directly to the Department for Work and Pensions.

Investigation Procedures

Upon receipt of a disclosure, an impartial Investigating Officer is appointed to review the case, gather information, and conduct interviews. External investigators may be engaged if necessary to ensure objectivity. Investigations require sufficient details but not absolute proof from the whistleblower.

Confidentiality

The identity of whistleblowers is protected and kept confidential unless disclosure is legally required, with prior discussion with the individual. There is also an expectation of confidentiality from reporters after investigations conclude.



Monitoring and Reporting

A confidential register records key details of disclosures and investigations, accessible only to senior governance personnel, with whistleblowing statistics reported to the Audit, Risk and Assurance Committee and in annual reports.

Support and Welfare

MaPS commits to supporting whistleblowers throughout the process, offering confidentiality, respect, and access to wellbeing resources.

Outcome and Appeals

Individuals against whom disclosures are made have the right to respond and be accompanied in meetings. If dissatisfied with investigation outcomes, whistleblowers may appeal to senior MaPS officials or escalate concerns externally to relevant authorities including DWP, the National Audit Office, or the Financial Conduct Authority.

If you require any further information on this, please use our [Contact us](#) details.