



Whistleblowing Policy

Our Commitment

At Fussy, we believe in doing things the right way. As a B Corp, we have made a public commitment to use business as a force for good, and that means taking concerns about wrongdoing seriously - whoever raises them.

We want everyone connected to Fussy - our team, suppliers, manufacturers, partners, customers and the wider public - to feel safe to speak up. This policy explains how, what to expect, and the protections in place.

This policy supports the Public Interest Disclosure Act 1998 (PIDA). Nothing in it (or in any contract, settlement or NDA) limits anyone's legal right to make a protected disclosure. It is published on www.getfussy.com so anyone who needs it can find it.

Who Can Use This Policy

Anyone connected to Fussy can raise a concern, including: employees, workers, former employees, contractors, consultants, job applicants, interns, suppliers, manufacturers (and their workforces), retail and logistics partners, customers, investors, and members of the public.

What to Raise Under This Policy

Whistleblowing is for concerns about suspected wrongdoing, risk or danger that affects others, the organisation or the public interest, including:

- Criminal activity, fraud, bribery or corruption
- Failure to comply with a legal, regulatory or professional obligation
- Risks to health, safety or the environment
- Modern slavery, forced labour, child labour or human rights abuses in our supply chain
- Misleading marketing or product claims (including greenwashing)
- Serious or systemic unethical behaviour or breaches of Fussy policy
- Unauthorised disclosure of confidential or personal data
- Deliberate concealment of any of the above

You do not need to prove the concern is correct - only that you reasonably believe it shows wrongdoing and is in the public interest. Personal employment concerns should normally be raised under the Grievance Policy; if you're unsure which route fits, the People Team can advise confidentially.

How to Raise a Concern

Choose whichever route works for you:

- Public webform (open to anyone, named or anonymous): [Raising a Concern With Fussy](#)
- Email: speakup@getfussy.com, or any named contact at the end of this policy
- In person or by phone with the Head of People, CEO or any member of our Senior Leadership Team
- For employees and workers: through your line manager or the People Team

You also have a legal right to raise concerns directly with an external “prescribed person” - such as the HSE, ICO, Environment Agency, FCA, HMRC, the police or your MP. Protect (the independent whistleblowing charity) can give free, confidential advice.

Anonymous concerns are accepted and considered, but anonymity may limit our ability to investigate or feed back.

How We Handle Concerns

Concerns are received by the Head of People and the CEO. Where the concern involves the Head of People, the CEO, a Director, or where you ask for an independent route, it is handled by an Independent Investigator instead.

Our process: receipt and acknowledgement → initial assessment → investigation by an impartial investigator (internal or external) → written outcome and any action. You may bring a companion to any meeting - a colleague, trade union rep, or for external reporters a person of your choice (not a legal representative acting professionally).

If you are not satisfied with how your concern has been handled, you can ask for a review in writing within 14 calendar days. Reviews are carried out by someone not previously involved.

Our Timelines

Stage	Timeline	What we do
Acknowledgement	5 working days	Confirm receipt and assign a Whistleblowing Officer
Initial assessment	10 working days	Confirm whether the concern is in scope, the route it will follow, and whether a formal investigation is needed
First update	28 calendar days	Update on progress and likely timeframe
Conclusion	Normally within 3 months	Written summary of findings and any action taken, subject to legal and confidentiality limits

If we can't meet a timeline in a specific case, we'll write to you, explain why, and confirm a revised date.

When a Concern Won't Be Handled Under This Policy

We will look at every concern. We may decline to handle a concern under this policy where:

- It does not relate to wrongdoing, risk or danger (we will redirect to the appropriate process, e.g. Grievance or Customer Service)
- It relates solely to a personal employment matter with no public-interest element (we will redirect to the Grievance Policy)
- The same concern has already been fully investigated and no new evidence has been provided
- It is clearly raised maliciously or in the knowledge that it is false
- Investigating would breach a legal obligation or compromise an active legal or regulatory process

Where we decline, we will write to you within 10 working days explaining why in plain language, signposting the alternative route, and explaining how to ask the Independent Non-Executive Director to review that decision. A concern that turns out not to be upheld is not the same as a malicious one - we will never penalise anyone for raising a concern in good faith.

Confidentiality, Protection and Support

We will protect your identity wherever reasonably possible. It will only be shared with people who genuinely need to know to investigate, or where legally required - and we'll discuss it with you first if disclosure may be needed.

If you raise a concern in good faith, you will not suffer any detriment as a result - including dismissal, disciplinary action, exclusion, threats, or any other unfavourable treatment. This protection applies whether or not the concern is upheld, and to anyone who supports a reporter or takes part in an investigation. Anyone found to have retaliated or tried to identify an anonymous reporter will face disciplinary action (for employees and workers) or a review of our commercial relationship (for external stakeholders).

Support available: confidential conversations with the Head of People or any member of the Senior Leadership Team; reasonable time and space for the process; wellbeing check-ins; and free independent advice from Protect.

How We Record and Track Concerns

- Confidential central log of every concern, held securely by the People Team
- Every case is tracked against the timelines above; overdue cases are escalated to the CEO

- Anonymised monthly summary reported to the Senior Leadership Team, with thematic trends and any remedial actions
- Records retained for 6 years after closure in line with our Data Protection responsibilities, then securely deleted

We review this policy annually as part of our B Corp commitments.

Malicious or False Reports

Deliberately false, malicious or vexatious allegations may be treated as a disciplinary matter (for employees and workers) or as grounds to review our relationship (for external stakeholders). Good-faith reports that turn out to be mistaken will never be penalised.

Responsibility

The CEO has overall responsibility for this policy. The Head of People holds day-to-day operational responsibility, including the central log and SLT reporting.

How to Contact Us

Public webform (anyone)	Raising a Concern With Fussy
Email	speakup@getfussy.com
Head of People	Abigail Stone - abigail@getfussy.com
Founder & CEO	Matthew Kennedy - matt@getfussy.com
Protect (independent charity)	020 3117 2520 - protect-advice.org.uk