



Whistleblowing Policy

CONTENTS

Introduction	p.2
What is whistleblowing	p.2
Types of concerns	p.2
Reassurance	p.3
How to report a concern	p.4
How we handle your concern	p.5
Confidentiality	p.5
Unresolved concerns	p.6

INTRODUCTION

We aim to act in line with our values and with integrity and respect. It means we are committed to the highest standards of quality, transparency and accountability. If you have any concerns, issues or incidents within Clanmil, we want to encourage you to raise these matters.

WHAT IS WHISTLEBLOWING?

Whistleblowing is a term used to describe raising serious matters of potential wrongdoing. The wrongdoing will typically (although not necessarily) be something that you have witnessed in your dealings with Clanmil.

They may concern things that are wrong and should be disclosed in the public interest or may affect a risk or issue that affects others. Complaints about service standards should be raised as part of our compliments, comments and complaints policy.

TYPES OF CONCERNS

Any concern or potential wrongdoing could be raised. These may include the following:

- financial fraud, malpractice or corruption
- physical or emotional abuse or neglect of vulnerable people
- failure to deliver proper standards of service
- damaging personal conflicts at senior level
- bullying, discrimination, harassment or victimisation
- attempts to cover up earlier wrongdoings
- a criminal offence
- health & safety issues
- risk or actual damage to the environment
- miscarriage of justice

For any urgent concerns where there is an immediate risk of harm, you should contact the PSNI or emergency services.

REASSURANCE

We encourage concerns to be raised as soon as possible, no matter how big or small, as long as they are raised in good faith. Our full policy sets out some reassurances we can give you to raise a complaint. There is also specific legislation that covers a whistleblower by law

HOW TO REPORT A CONCERN

You can report your concern directly to us. We prefer this as it allows for a quicker resolution. This is in line with the legislation and could allow us to address the concerns at an early stage.

You can email concerns@clanmil.org.uk. You can also phone our Business Assurance Team on Tel : 028 9087 6000. Alternatively you can write to:-

Clanmil Housing

F.A.O. Business Assurance Manager

3 Waring Street

Belfast

BT1 2DX

If you don't feel comfortable raising the issue directly with us, you can raise it externally to a prescribed person or body. You will find more details about these on the last page of this document.

Clanmil colleagues should contact their line manager, director, HR or use the external route if necessary.

HOW WE HANDLE YOUR CONCERN

When you make a whistleblowing disclosure to us, we will acknowledge receipt of your concern and tell you who will be dealing with your concern.

We will fully investigate the issue without delay, and we prefer to meet with you to get a better understanding of the concern. We will also discuss with you any necessary steps to ensure you have the appropriate support and advice. We will also agree a timetable for feedback and keep you informed on the progress.

You should feel assured that we will investigate all legitimate concerns.

We will pursue fraud and serious abuse via our disciplinary procedures or through the courts if necessary. We will also report it to the police where a (potential) criminal offence has occurred.

CONFIDENTIALITY

It will be helpful if you tell us your name and contact details to allow us to follow up with you. All reported concerns will be treated in confidence and every effort will be made not to reveal your identity (if you wish and where this is possible).

Please read our full policy on confidentiality.

UNRESOLVED CONCERNS

If you feel we have not addressed your concern, you can write to the Chief Executive and ask for the investigation and outcome to be reviewed. Following this, you can still raise it externally if it remains unresolved.

The full whistleblowing policy will give you a full list of contacts which give support and guidance – some of these include:

Department for Communities	Responsible for the registration and operation of registered social landlords, including their administration of public and private funds and management of their housing stock	Department for Communities Causeway Exchange 1-7 Bedford Street Belfast BT2 7EG Tel: 028 9082 9000
Health and Safety Executive for Northern Ireland	Responsible for matters which may affect the health or safety of individual at work	Health and Safety Executive for Northern Ireland 83 Ladas Drive Belfast BT6 9FR Email: mail@hse-ni.gov.uk Tel: 0800 0320 121
Northern Ireland Social Care Council	Responsible for matters relating to the registration and regulation of social care workers	7th Floor Millennium House 25 Great Victoria Street Belfast BT2 7AQ Tel: 028 9536 2600 Email: info@niscc.hscni.net
Regulation and Quality Improvement Authority (RQIA)	Case of abuse of vulnerable adults	The Regulation and Quality Improvement Authority 9th Floor Riverside Tower 5 Lanyon Place Belfast BT1 3BT Tel: 028 9536 1990 Email: info@rqia.org.uk
Protect (formerly Public Concern at Work)	A not-for-profit organisation who provides independent advice to employees who may have a serious concern.	The Green House 244-254 Cambridge Heath Road London E2 9DA Website: https://protect-advice.org.uk/ Tel. 020 3117 2520
Information Commissioner	Compliance with the requirements of legislation relating to data protection and the freedom of information	Information Commissioner 3rd floor 14 Cromac Place Belfast BT7 2JB Tel: 0303 123 1113.