**1.0 Our commitment**

As an organisation, One Manchester is trusted to manage important resources, budgets and assets by our Regulator and the taxpayer. We have a duty to maintain this trust and we must all be committed to the highest standards of ethical behaviour and transparency. To uphold this commitment we encourage members of the public to ‘speak out’ if they have any concerns about our organisation.

**2.0 Policy objective**

The purpose of this policy is to ensure that any dangerous activity, fraud, corruption or wrongdoing by One Manchester staff, Board members or contractors working on our behalf can be reported to us and dealt with appropriately. One Manchester therefore encourages members of the public to raise any concerns that they may have about the conduct of staff or the way in which the business is run. Members of the public include relatives of staff, tenants, residents, contractors and any other general member of the public who have such concerns.

The complaints policy exists for customers to raise complaints in relation to the standard of service they have or have not received. This policy supplements that policy rather than replaces it wherever practicable. Malicious allegations by members of the public will be dealt with under our Unacceptable Actions and Behaviour Policy.

**3.0 What is a concern?**

A concern is a worry, suspicion or knowledge about misconduct taking place within One Manchester or happening outside One Manchester but having an impact on it. A concern is one made in good faith by any individual who has reasonable belief that the following may have occurred, is occurring or is likely to occur:

* a criminal offence
* a miscarriage of justice
* fraud or corruption
* theft
* an act creating risk to health and safety
* an act causing damage to the environment
* a breach of any other legal obligation
* a breach of issues relating to equality and diversity
* a deliberate breach of the organisation’s own code of conduct
* undue favour over a contractual matter
* conflicts of interest
* a safeguarding children or vulnerable adult issue
* other unethical conduct
* concealment of any of the above

This list is not exhaustive. It is not necessary for the individual to have proof that such an act is being, has been or is likely to be committed – a reasonable belief is sufficient. We are responsible for ensuring an investigation takes place. Members of the public and tenants will not be treated less fairly or discriminated against for raising legitimate concerns.

**4.0 How can members of the public speak out?**

We encourage members of the public to raise concerns via the ‘Contact Us’ section of our website or by writing confidentially to the Governance Manager. Of course, concerns may be raised with any member of staff at any time. All staff must ensure the internal investigation process is instigated without delay.

**5.0 Anonymous Concerns**

Anonymous concerns are less powerful but will be considered at the organisation’s discretion taking into account the seriousness of the issue raised, the credibility of the concern raised and the likelihood of confirming the concern from attributable sources.

**6.0 How will external concerns be handled?**

Any matter raised under this procedure will be investigated thoroughly, promptly, sensitively and confidentially wherever possible. Personal details will only be known to the investigation team. On rare occasions (for example, to investigate further) it may be necessary to pass these details to others. If this is the case the investigation team will always discuss with the individual the best way of doing this. The number of people involved in the investigation will be limited as far as is possible and the people investigating the concern will act in an unbiased way and will comply with the law and company policies.

If we need to seek clarification or further information from the member of the public all contact will be made discreetly with any meetings taking place at a location they are comfortable with.

Our aim is to complete the investigation, including feedback to the individual who raised the issue, within one month of the concern being raised. However, they will not be informed of any matters that infringe our duty of confidentiality to others. If no action is to be taken the reason for this will be explained.

If misconduct is discovered as a result of any investigation under this procedure the company's disciplinary procedure will be used in addition to any appropriate external measures such as informing the police if a criminal offence has been committed.

**7.0 Concerns – Governance Manager, Board Member, Chair of Board, Chief Executive**

In the case of a member of the public with concerns involving a Board Member or the Governance Manager, they should contact the Chair of the Board or Group Chief Executive. In the case where there is concern regarding either the Chair of the Board or Group Chief Executive the individual should be guided to raise their concerns with the Regulator of Social Housing.

**8.0 Equality**

One Manchester will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion,

gender, marital status, sexual orientation, disability or other grounds set out in our Equality, Diversity and Inclusion Policy.

An Equality Impact Assessment has been carried out on this policy.

**9.0 Responsibility**

The Board and Chief Executive are responsible for ensuring that this policy complies with any legislative requirements.

**10.0 Monitoring, review and evaluation**

Audit and Risk Committee will monitor all concerns raised under this policy. This policy will be reviewed every three years.

**11.0 Legislation**

Equality Act 2010

General Data Protection Regulations 2016

Tenant Involvement and Empowerment Standard

**12.0 Associated Policies**

Complaints Policy

Equality, Diversity and Inclusion Policy

Unacceptable Actions and Behaviour Policy