

## **Whistleblowing**

### **How customers can report concerns of a serious nature**

#### **What is whistleblowing?**

Whistleblowing is when someone reports serious concerns about something that one of our staff, contractors or board members has done or failed to do.

Examples of whistleblowing concerns might be:

- A failure to meet our legal duties as a landlord e.g. failure to carry out fire, electrical or gas safety checks and actions as required
- a member of our staff engaging in criminal activity such as taking bribes
- a member of our staff allowing children or vulnerable adults to be put at risk of harm

#### **How to report a concern**

Reports can be made to the confidential email address:

- email – [whistleblowing@selwoodhousing.com](mailto:whistleblowing@selwoodhousing.com)
- by letter – to the personal assistant to the group chief executive, Selwood Housing, Bryer Ash Business Park, Bradford Road, Trowbridge, Wiltshire BA14 8RT (the envelope should be marked 'private and confidential')
- by telephone – 01225 715904

#### **Other ways to report**

If you are not happy to report your concern using the methods suggested above, you can contact one of our board members by email using the following format:

- [Name.Surname@selwoodhousing.com](mailto:Name.Surname@selwoodhousing.com)

A list of our board members can be found on our website, which can also be reached by clicking on the following link:

<https://www.selwoodhousing.com/about-us/who-we-are/our-board-of-directors/>

Or you can contact the regulator of social housing who oversees housing associations, contact details are as follows:

- email – [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk)
- letter – referrals and regulatory enquiries team, 1<sup>st</sup> floor – Lateral, 8 City Walk, Leeds LS11 9AT
- telephone - 0300 124 5225

Offences of a criminal nature should be reported to the Police:

- telephone - 101
- emergency – 999, or anonymously via Crimestoppers.
- online form via Crimestoppers - <https://crimestoppers-uk.org/give-information/forms/pre-form>
- telephone – 0800 555 111

### **What happens next**

We will let you know that we have received your report within two working days, giving the name of the person who will be investigating it.

You will be told the result of the investigation, including any actions proposed or taken, within two weeks, unless more time is needed to complete the investigation. If more time is required, we will give a new completion date.

In telling you the result of the investigation, we may not be able to include all details, for reasons of confidentiality.

If you are acting in good faith when you raise a concern, we will investigate it and make sure that you do not face harassment or victimisation for doing so.

However, we will not tolerate someone raising something they know is not true, to cause trouble for the organisation or for a member of our staff. If this happens, we will take appropriate action.

If we are asked to protect your identity we will, however there may be circumstances when we have to disclose information, for example if required to do so by a court of law.

We will also accept and investigate anonymous reports, as far as possible.



## **Whistleblowing is different to making a complaint**

A complaint is where you have concerns about a **service** you have received that is not up to standard or where we have failed to provide a service. Examples include a contractor who does not turn up for a pre-arranged appointment or a member of staff who is rude to customers and acts unprofessionally.

You can find our complaints policy here -

<https://www.selwoodhousing.com/about-us/how-were-doing/complaints-and-compliments/>