

**Customer review of
policies and procedures
2024**

The Wrekin
Housing Group

Customer Review of Policies/Procedures

Date	7 th June 2024
Service Area	Governance
Lead Manager	Angelina Hicklin – Governance Manager
Policy	Whistleblowing Policy and Procedure
Summary of policy	<p>The Wrekin Housing Group entities (“the Group”) are committed to tackling all forms of malpractice and wrongdoing and maintaining the highest standards of integrity, fairness, openness, accountability and probity.</p> <p>As part of this commitment, the Group encourages employees, customers, contractors and the general public who have any concerns about the way in which the Group, or any of its employees, carries out its work, to come forward and express those concerns.</p>
Changes made or planned	<p>Minimal changes have been to the existing Policy and Procedure and can be summarised as follows:</p> <ul style="list-style-type: none"> • Providing clarity over whether an incident is a whistleblowing event or is actually a grievance • Included reference to the CQC timelines for external whistleblowing • The creation of a second internal procedure for those involved in dealing with whistleblowing cases.
What can be influenced?	<p>Feedback on all parts of the Policy and Procedures are welcome.</p> <p>Grateful of any views in respect of whether a separate whistleblowing inbox may encourage more people to report whistleblowing events, or do you feel knowing the named person an incident is reported to is a more preferred way?</p>
Date needed	26 th June 2024