

GENERAL

What should I do if someone reports a suspected fraud to me?

Guidance for HoDs, Managers and Personal Tutors

- Listen to the concerns of your staff and treat every report you receive seriously and sensitively.
- Bear in mind that the person who reported the suspected fraud could be distressed, upset and/or frightened.
- Reassure your staff that they will not be disadvantaged for raising concerns or suspicions, provided these are raised in good faith.
- Explain that there may be an innocent or good explanation – but this will come out in the investigation.
- Get as much information as possible and write it down. Make a note of all relevant details such as what was said in phone or other conversations, the date, the time and the names of anyone involved.
- Capture as much **factual** information as possible.
- Don't try to investigate it further yourself, but do keep any relevant messages, emails, screenshots or other evidence safe.
- Don't approach the person/persons potentially involved. This is to avoid the risk of tipping off and the possibility that evidence may be destroyed. Remember that tipping off can be a criminal offence.
- Keep it confidential: only discuss it with the Director of Internal Audit & Assurance, Group Finance Director or Chief Operating Officer & University Secretary in the first instance.
- Ask the member of staff to keep the matter fully confidential too in order that it can be investigated appropriately.
- Thank the staff member for reporting their concerns. Notify them that the fraud response process could be complex and may take some time to investigate, but their concerns have been noted and will be shared with the right people. Reassure them that they have done the right thing.

Having gathered all relevant information, promptly seek advice from either the Director of Internal Audit and Assurance, Group Finance Director, or Chief Operating Officer & University Secretary.