

History

Date	Amendments made
April 2025	<ul style="list-style-type: none">• Full review of the policy
June 2019	<ul style="list-style-type: none">• Full review of the policy• Insertion of 'History' and 'Distribution' sections

Distribution

- All Quality Managers
- Partner Relationship Managers
- Customer Service Team
- Partner Engagement Managers
- Awarding Body Support Team
- CMI Centres
- CMI Website

What Is Whistleblowing

What Is Whistleblowing

Whistleblowing refers to the act of an individual raising a legitimate concern regarding suspected wrongdoing, malpractice, or the concealment of such actions within an organisation. Whistleblowers should raise concerns where they reasonably believe there has been, but not limited to:

- Fraud or misrepresentation in the delivery or assessment of qualifications.
- Breaches of health and safety regulations.
- Corruption or bribery.
- Improper conduct or unethical behaviour.
- Non-compliance with CMI's policies, procedures, or legal requirements.
- Any other activity that poses a risk to the integrity of CMI qualifications or end-point assessments.

Whistleblowing is distinct from both complaints and employment disputes or grievances that an individual may have. A complaint can be defined as an expression of personal dissatisfaction. Please refer to [CMI's Complaints Policy](#) for further information.

An individual may choose to make a disclosure to us in order to prevent harm or to hold an organisation accountable. However, if the matter pertains to a breach of their own employment contract, it will be excluded from consideration, as the company's grievance procedure should be followed in such instances. CMI is unable to investigate concerns relating to employment positions, contracts, or grievances of this nature.

Purpose

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This policy outlines our procedures for receiving and managing disclosures relating to matters concerning CMI Centres, Learners, Apprentices, or the public, specifically those issues which may adversely impact the development, delivery, or awarding of CMI qualifications and/or end-point assessment decisions.

The purpose of this policy is to ensure that whistleblowers feel supported and confident in raising genuine concerns by providing clear and secure channels for doing so. CMI is committed to ensuring that anyone reporting such concerns can do so without fear of reprisal, victimisation, or negative repercussions. Individuals making disclosures must reasonably believe that the information provided highlights malpractice or impropriety.

We recommend initially raising concerns internally within your organisation. However, if you remain concerned, believe your issue has not been satisfactorily addressed, or feel unable to raise the matter internally, you should contact CMI directly and follow the procedure detailed within this policy.

CMI maintains high standards of transparency and accountability, actively encouraging Centre staff, Learners, Apprentices, and other stakeholders to voice their genuine concerns about any aspect related to the development, delivery, or awarding of CMI qualifications and/or end-point assessment outcomes.

How to Raise a Concern

How to raise a concern

What should you do if you have a concern about suspected malpractice or wrongdoing?

Whistleblowing disclosures can be made in one of the following ways:

- By email to awardingbody@managers.org.uk
- Through the CMI Partner Services Department on 01536 207496 between the hours of 9am and 5pm (UK time), Monday to Friday
- or by post to: Head of Awarding Organisation, Chartered Management Institute, Management House, Cottingham Road, Corby, Northants, NN17 1TT

Procedure

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When making a disclosure, you will be requested to provide relevant information by telephone, email, or post. To enable us to thoroughly and effectively handle your disclosure, please supply as much detail and supporting evidence as possible.

All disclosures will be treated with sensitivity and careful consideration. Following an initial assessment, we will determine the most appropriate course of action. In certain situations, we may find it necessary to

share provided information with relevant third parties as part of the investigation process.

Investigations will be conducted based on the information provided at the point of disclosure. The assigned CMI Investigating Officer will start the initial review to determine the risk and potential impact. Should additional information or detail be required, the assigned CMI Investigating Officer will request this directly from the whistleblower via email or telephone.

Occasionally, certain disclosures may fall outside our jurisdiction or be otherwise inappropriate for us to investigate directly. In such instances, we will advise you of alternative appropriate actions or organisations that may better assist you.

Due to the diverse nature and complexity of whistleblowing cases, investigation timescales can vary considerably. Provided you have included your contact details, we will acknowledge your disclosure within three working days (UK). Following this initial acknowledgment, we will communicate further to inform you of the approach that will be taken regarding your disclosure. CMI will normally send you an update within 28 working days of receiving your disclosure, but this may take longer if the issue is particularly complex.

CMI reserves the right to discontinue communication with a whistleblower if, in our reasonable opinion, the disclosure is found to be vexatious or without substantive merit.

Confidentiality

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CMI is committed to handling disclosures with sensitivity and, to the extent possible, maintaining confidentiality. We will make every effort to protect the identity of the whistleblower when requested, though we cannot guarantee complete anonymity if disclosing the identity is necessary for the investigation or is required by law.

Whistleblowers should be aware that, depending on the circumstances of the disclosure, their identity may be inferred. While we will take all reasonable steps to minimise this risk, it may not always be fully avoidable. Additionally, during the investigation, the source of the information may become known, and in cases involving serious concerns, the whistleblower may be asked to provide a formal statement or, in some instances, come forward as a witness.

CMI understands that reporting a concern can be a difficult decision, especially due to the fear of retaliation from those responsible for the alleged wrongdoing or malpractice. We are committed to treating all disclosures within our control with the utmost confidentiality and will make every effort to protect whistleblowers from reprisal.

Legal Protections

Whistleblowers are protected by law under the [Public Interest Disclosure Act 1998 \(PIDA\)](#), which safeguards individuals who report certain types of wrongdoing in the public interest. Individuals who disclose concerns in accordance with this policy are protected from dismissal or any other detriment related to their disclosure.

Privacy Statement

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It is necessary for us to collect and hold personal information about you in order to investigate your concern(s). We will hold the information you provide to us securely. For more information, please access our privacy policy - [CMI's Privacy Policy](#)

Review Arrangements

CMI will review this statement annually as part of our self-evaluation arrangements and revise it in line with any feedback from stakeholders, regulatory authorities or external agencies, or changes in our practice.