City of Winnipeg - Fraud and Waste Hotline Report Process

The City Audit Department receives reports containing allegations of wrongdoing through many avenues. All reports are managed in a consistent manner and are entered into the secure case management system.

Reports are reviewed by the City Auditor or designate within one business day.

Is the report related to City Business and within the scope/mandate of the program?

Yes

Urgent Reports
For example: Threats, material theft, major business interruption etc.

Immediately referred to appropriate entity (WPS, Department Director etc).

Follow up is completed by Audit Department

Hotline reporter is notified of referral

Report is closed

No

Other Reports
For example: Time theft, misuse of City resources etc.

A preliminary investigation is completed.

Allegations are verified - referred to City Department, follow up is completed by Audit Department

Hotline reporter is notified of referral and report is closed

Insufficient details are provided in the report - not possible to investigate

Request additional information from the Hotline reporter – if information is provided the report is investigated – if not the report is closed

Outside Scope or mandate
For example: Neighborhood Liveability By-Law etc.

Referred to other city Department through 311

Non City business
For example: EIA etc.

Referred to external agency

Investigation of Hotline reports often result in the Audit Department making recommendations to the Public Service related to internal controls, improved processes, etc. The Audit Department follows up on the implementation of all recommendations.

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