

WHAT HAPPENS WHEN I CONTACT THE HOTLINE?



Hotline Process

1



Report Your Concern

When you call or file a report online, you'll be asked for details about your concern. After you complete your report, you will be assigned a unique PIN. Write down your PIN and keep it in a safe place. If you choose to provide your email address, you will also receive an email confirming your unique PIN. Use your unique PIN to check your report for feedback or questions, investigation updates, and requests for additional information. Anonymous reporters can provide their email address to be notified of follow up questions and updates while the review is in process, and **the anonymous reporter's email address remains confidential and is never known by staff.**

2



Review and Assess

After you make your report, a dedicated team reviews the concern. Every concern is taken seriously and evaluated carefully. Your concern will be directed to the appropriate resource for follow-up.

3



Inquire and Investigate

It's critical to check back on the status of the report by using the unique PIN and respond to any questions or request for additional information. All actions directed towards resolution of the reported matter will be tracked through completion.

4



Conclude

Once the investigation is complete, a determination of findings is made, and remediation measures are put in place as needed.

5



Close

You will be notified of a general determination of outcome when the investigation is closed. Due to the confidential nature of any investigation, specific findings and actions remain confidential and cannot be shared.