

The following is an excerpt of information provided by The Network, Inc. to describe what happens when you call the U. T. System Administration Compliance Hotline.

In-Depth Interview

A highly trained Interview Specialist conducts a thorough interview documenting more than 50 points of information in an organized, actionable Incident Report.

Accessing the Hotline

Employees call the toll-free number with access throughout the 50 United States, Canada, Puerto Rico and the U. S. Virgin Islands.

English and Spanish speaking Interview Specialists are always available at The Network. Interview Specialists have access to translation services in more than 150 languages, 24 hours a day.

Greeting

"Thank you for calling UT System Administration's Compliance Hotline. This is _____"

Company/Location Information

At the outset of each call, the Interview Specialist confirms the caller's company name and detailed location information.

Caller Briefing

The Interview Specialist explains to the caller what to expect during the call:

"Before we begin, I want you to know that I am going to ask you a series of questions to help me understand your concern. For instance, I'll need to know who was involved, what occurred and when it happened. This interview can take 10-15 minutes or more. Let's get started."

Caller Identification Information

The Interview Specialist asks the caller:

"May I have your first name or do you wish to remain anonymous?"

A caller is free to remain anonymous. If the caller chooses to identify him/herself, however, the following information is gathered:

- Caller's first and last names
- Caller's relationship to employer (i.e., vendor, employee, etc.)
- Caller's title
- Best time to contact the caller
- Caller's phone number
- Caller's email address

The Interview Specialist asks all callers how they learned about the hotline as a measure of communications effectiveness.

All callers are given a system-generated report number at the end of the call to reference in subsequent calls.

Incident Documentation

Among the information requested by the interviewer:

- Identification of persons involved and their title(s)
- When the issue occurred
- Where the issue occurred
- Details of how the issue occurred
- How long it has been occurring
- How often it has been occurring
- How caller knows about this
- If there is documentation that would help System's investigation
- Others who have knowledge of the issue
- If a supervisor has already been notified of the issue
- What steps, if any, have already been taken to address the issue

Incident Coding

As part of the incident documentation, the Interview Specialist assigns an Incident Code to the report based on the predominant issue type reported by the caller.

The Network's 24 standard Incident Codes:

- Accounting/Audit Irregularities
- Conflicts of Interest
- Customer Relations
- Discrimination
- Employee Relations
- Falsification of Company Records*
- Fraud*
- Fraudulent Insurance Claims*
- Improper Loans to Executives
- Insider Trading
- Kickbacks*
- Policy Issues
- Product Quality Concern*
- Release of Proprietary Information*
- Retaliation of Whistleblowers
- Safety Issues and Sanitation
- Sexual Harassment
- Substance Abuse*
- Theft of Cash*
- Theft of Goods/Services*
- Theft of Time
- Unauthorized Discounts
- Wage/Hour Issues
- Workplace Violence/Threats*

*These incident codes automatically prompt the Interview Specialist to ask if the incident will happen again within the next 24 hours.

Incident-Specific Interview

Additional system-generated questions and instructions are triggered by the Incident Code, helping the Interview Specialist dig deeper into the unique aspects of a particular issue and ensuring all relevant information is captured. For example:

Fraud: *“Describe the nature of the fraudulent activity, persons believed to be involved, and when it last occurred?”*

Theft of Goods: *“Describe the stolen goods (value, size, color) and the financial impact on the company.”*

These questions and instructions also help the Interview Specialist validate the Incident Code assigned to the report based on their relevance to the caller’s concern.

[Interview Analysis](#)

If an anonymous caller is the victim and there are no witnesses or evidence to corroborate their report, the Interview Specialist encourages the caller to give their name and contact information so that the incident can be investigated. The caller, however, is not required to provide his or her name.

“In order for the company to investigate an issue in which you are the victim, they need the ability to get in touch with you. Are you sure you do not wish to provide your name at this time?”

[Next Step Instructions/Closing Statement](#)

The Interview Specialist confirms that the caller is satisfied that all the information they called to report has been conveyed.

Callers who give their names are given a report number and asked to call back if they have information they wish to add to their report. The Interview Specialist concludes the call by saying:

“We appreciate your call. Since you have provided your name and contact information, your company now has the option to contact you should they have questions or require additional information. Allow me to give you a report number as a record of your call today, your report number is [XXXXXX]. You will need this number if you call back to add information to this report.”

Anonymous callers are asked to call back two weeks from the date of their call and are given a report number to reference in subsequent calls. In this case the Interview Specialist concludes the call by saying:

“We appreciate your call. Allow me to give you a report number. Do you have a pen? Your report number is [XXXXXX]. Please call us back on [Date] with the report number in order to see if the company has any additional questions to ask.”

[The Incident Report](#)

The information gathered during the call is organized in an Incident Report detailing who, what, when, where, and how of the incident.

[Standard Incident Report Dissemination](#)

The Incident Report is automatically disseminated to the compliance officer and other members of the compliance hotline triage team.

[Callback Process](#)

Anonymous callers are asked to call back two weeks from the date of the original Incident Report. This provides an opportunity for the compliance officer to ask additional questions during the investigation and resolution of the issue.