A REPORT CAME IN... NOW WHAT?

BEST PRACTICES: HANDLING WHISTLEBLOWER CASES

INTEGRITY COUNTS

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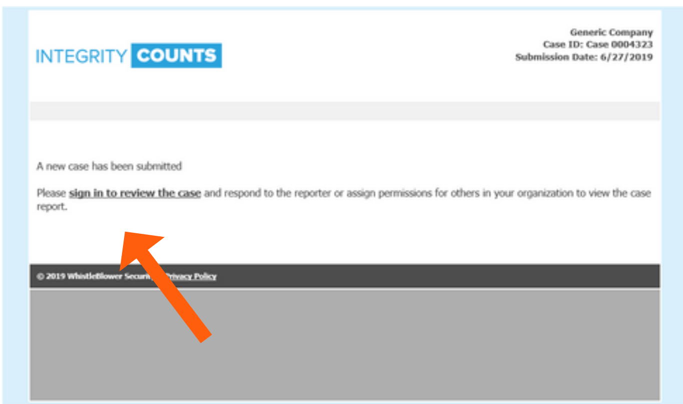
BEST PRACTICES TO HANDLE YOUR WHISTLEBLOWER CASES

You just received a whistleblower report... now what do you do? The best course of action is to act on it as soon as possible. The worst thing you can do is ignore the fact that an employee came forward to report on an alleged wrongdoing in the company.

1 LOG INTO YOUR ACCOUNT

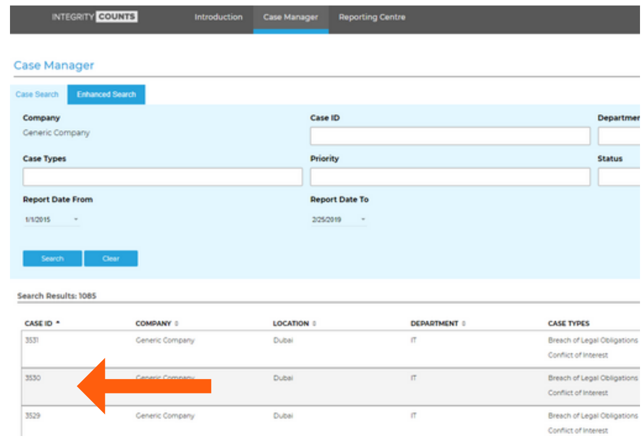
Review Managers will receive an email notification that a report has just been submitted.



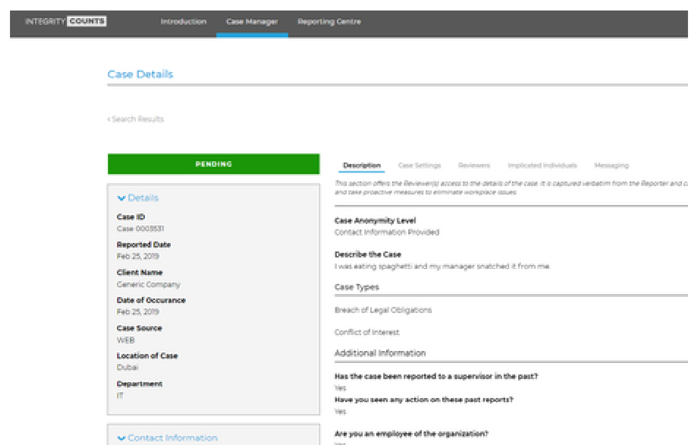
Review Managers can click on the link in the email which will direct them to the *IntegrityCounts* site. Once there log in with the User ID and Password that was received when the account was initially set up. If you are unsure what this is, or forgot, please email us at help@integritycounts.ca to request a new account activation.

2 OPEN THE CASE

Inside the Case Manager, find the case in question. and click on it to open.



Here you will see the details of the case, where it happened, when it happened, and a description as voiced by the Reporter.



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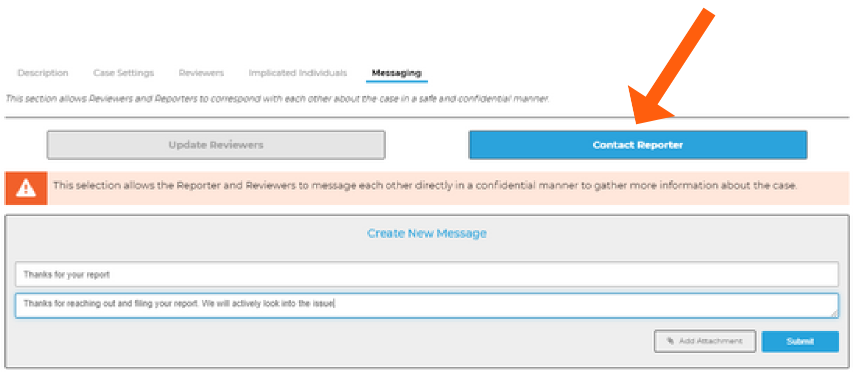
3 THANK THE REPORTER

If there's one thing you do before anything else, **thank the reporter** for coming forward to file their case. You can do this by sending the Reporter a message in the Messaging Center. When you are in "Messaging", click Contact Reporter and type your message.



By thanking the reporter, you send a positive message on behalf of the company that when they take the time to come forward and speak up about a concern, the company takes it seriously.

One of the reasons employees may not come forward is because they feel the company won't take their concern seriously and any issues may get swept under the rug. And if this is a perception that is shared among employees, serious issues won't get raised, and these issues could potentially do much damage to the company, and damage its reputation.

A simple Thank You speaks volumes.

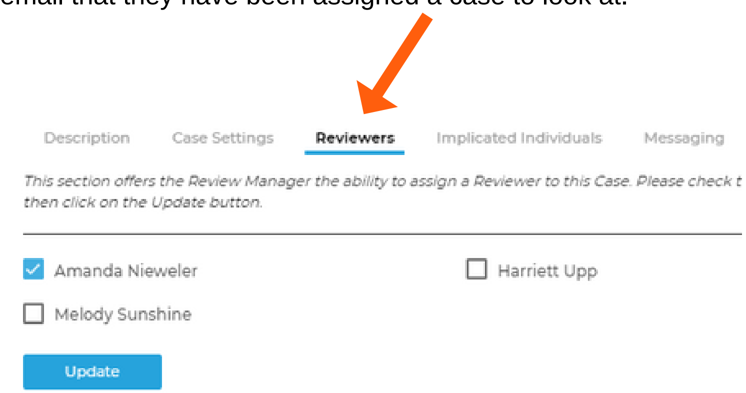
4 TAKE THE REPORT SERIOUSLY

You've thanked the Reporter for coming forward, but don't just leave it at that. It's time to roll up the sleeves and start doing something about the issue that was voiced. Even if the issue seems to be nothing, or you feel it might be a false alarm, never ignore it.

5 ASSIGN REVIEWERS

It's time to let your investigative person, or team, start investigating the report. If you have set up Reviewers in your account, you can assign cases to them, on a case by case basis.

In the Reviewers section, you can assign any individuals you'd like to take the lead on investigating the case. They will be notified via email that they have been assigned a case to look at.



If you have not set up any Reviewers in your account, you, as the Review Manager, will need to take the lead on investigating the report.

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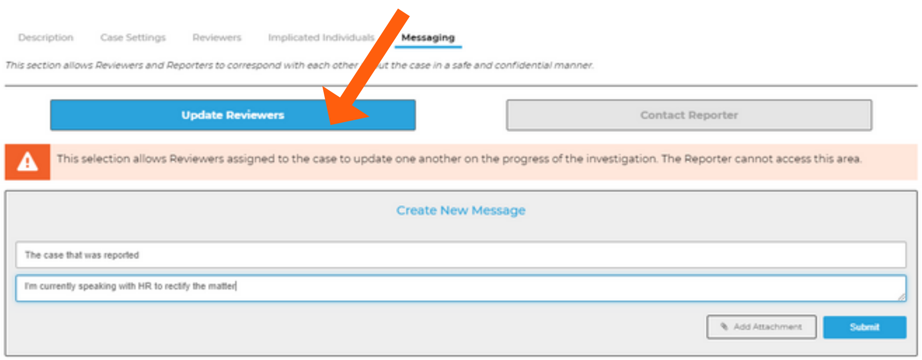
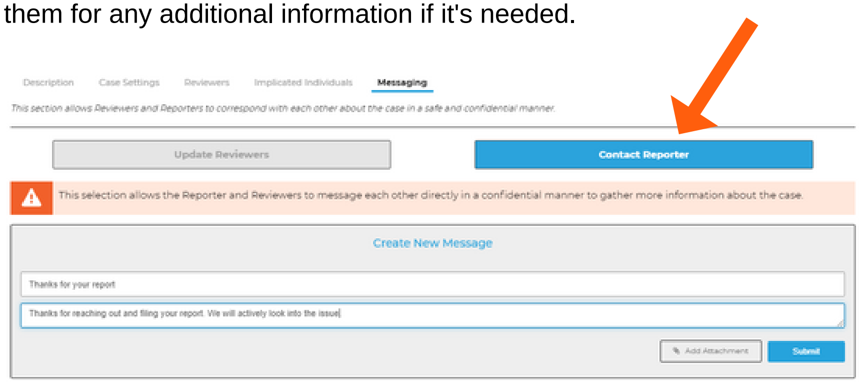
6 LOG ALL ACTIVITY

Make sure that all communication with the Reporter, communication between investigating teams, and any notes related to the case are documented to the case being investigated. Do this by using the Messaging Center to ensure all activity is logged.

Use the Update Reviewers tab to keep the investigating team up to date on all activity - the reporter won't see this communication.



And don't forget your Reporter. Periodically check in with them to let them know that their report is still being investigated. You can also ask them for any additional information if it's needed.



7 UPDATE THE REPORTER ON THE CONCLUSION OF THE CASE

Once you've closed the case and decided on any next steps, which might include documenting new procedures or disciplinary action, let the Reporter know what the end result is.

Even if their report turned out to be a false alarm, let the Reporter know you did take the time to investigate their concern. The more you ensure employees feel empowered to come forward with concerns, valid or not, the more employee, and company, morale grows.