



Drexel Compliance Hotline FAQs

Why should I report to the Hotline?

While the Office of Compliance, Privacy and Internal Audit maintains an open door policy, we also understand that asking question and reporting potential violation or serious misconduct can bring on fears and uncertainty. For this reason, you may wish to remain anonymous we making a report. We get it! The Drexel Compliance Hotline is a way for Drexel community members to communicate directly with the University. Your security and privacy are extremely important to us. You can file a report to the Drexel Compliance Hotline anonymously via telephone or online 24 hours a day, 365 days a year. The Drexel Compliance Hotline is always open.

When should I use the Drexel Compliance Hotline?

The Drexel Compliance Hotline should be used to report actual or suspected violations of Drexel University policy (fraud, stealing, misappropriation of University property or assets, false claims to the government), as well as other serious misconduct (sexual assault, child sexual abuse or exploitation, patient abuse or other serious acts) that involve the safety of individuals or property.

Who answers the Drexel Compliance Hotline when I file a report?

The Drexel Compliance Hotline is hosted by an external, third-party provider, EthicsPoint. When you contact the Drexel Compliance Hotline, your report will be initially answered by trained professionals from EthicsPoint who will contact the Drexel Office of Compliance, Privacy and Internal Audit through the EthicsPoint confidential and security system for further review and investigation.

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX Global to assist Drexel University community member to work together in addressing fraud, abuse, and other serious misconduct in the University community, all while cultivating a positive overall university environment.

Why do we need a system like EthicsPoint?

We believe that the Drexel University community including our students, faculty and professional staff are our most important asset. By creating open channels of communication, we can promote a positive University environment and maximize productivity.

In the U.S., organizations are required by law to have a well-publicized system that allows anonymity and confidentiality where community members may report or seek guidance regarding potential or actual misconduct without fear of retaliation. An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making, as well as fair practices and treatment across the University.

Is my report anonymous?

When contacting the Drexel Compliance Hotline, you may choose to remain anonymous although you are welcome to leave your name and contact information, without any fear of retaliation. Please remember that there is no caller id used to track calls or reports into the Drexel Compliance Hotline and calls to the Drexel Compliance Hotline cannot be traced.

You may choose to remain anonymous, and no information likely to reveal your identity will be shared with anyone else without your permission. However, it is important to be as specific as possible if you chose to remain anonymous so that your concern can be addressed.

Who has access to my report?

When you contact the Drexel Compliance Hotline, your report will be initially answered by trained professionals through EthicsPoint. The information you provide in your report will be sent to the Drexel Office of Compliance, Privacy and Internal Audit by EthicsPoint on a totally confidential and anonymous basis if you should choose, although you are also welcome to leave your name and contact information.

The Office of Compliance, Privacy & Internal Audit (Drexel Compliance) will investigate your report. The Drexel Compliance representative investigating your report may send you a message via the anonymous EthicsPoint system if additional information is needed in order to thoroughly investigate your report of serious misconduct or noncompliance. Depending on the nature of your report, the Drexel Compliance representative may share some information from your report with the appropriate Drexel authorities (e.g., Human Resources, Office of Equity and Diversity, Public Safety, etc.) to ensure a comprehensive review and investigation. No information likely to reveal your identity will be shared with anyone else without your permission.

Can I follow up or add information to my report once I file it?

Yes. When you make a report to the Drexel Compliance Hotline, you will be assigned a case number and a unique code or PIN. Please be sure to write down your case number and unique PIN and store them in a safe place because no one at EthicsPoint or Drexel will have access to your PIN. Your case number and PIN cannot be retrieved if lost.

After you make your report and receive your case number and PIN, you can call the Drexel Compliance Hotline or select the to follow up, re-access and provide additional information on your report. You will need to provide your case number and PIN to access your report. We encourage all reporters to check back in often for updates or follow-up questions and information.

What happens after I make a report?

After you have made a report to the Drexel Compliance Hotline, the EthicsPoint system will provide you with a report case number and a unique code or PIN that you can use later to get messages or provide additional information through either the phone or web access, while maintaining your anonymity. Your comments will be heard and reports of serious misconduct or noncompliance will be investigated.

Are all reports to the Drexel Compliance Hotline investigated?

Yes. Every report made to the Drexel Compliance Hotline are taken seriously. If enough information is provided in the report, the Drexel Office of Compliance, Privacy & Internal Audit (Drexel Compliance) will initiate an investigation. Depending on the nature of your report, the Drexel Compliance representative may share some information from your report with the appropriate Drexel authority (e.g., Human Resources, Office of Equity and Diversity, Public Safety, etc.) to ensure a comprehensive review and investigation.

The Drexel Compliance representative investigating your report may send you a message via the anonymous EthicsPoint system if additional information is needed to thoroughly investigate your report of serious misconduct or noncompliance. If we need more information, we will ask follow-up questions. Please check in on your report regularly for follow-ups.

How do I check the status of my report?

After you make your report to the Drexel Compliance Hotline, you will receive a report case number and unique code or PIN. With your report case number and unique PIN, you can call the Drexel Compliance Hotline or log back in to access your report. We encourage you check in on your report status frequently for updates and/or follow-up questions.

Can I be retaliated against if I make a report in good faith?

Drexel University takes serious its commitment to protect community members and others who make good faith to the Drexel Compliance Hotline from retaliation. At the heart of our [Reporting Allegations Policy](#) is our commitment to confidentiality. This policy "confirms that any person who makes a good faith report of suspected improper conduct or who participates in the investigations of such a report will be protected from retaliation by the University or anyone within its control." Reporters and others who believe they are the subject of prohibited retaliation should promptly report such actions to compliance@drexel.edu.

How do I file a report to the Drexel Compliance Hotline?

Reporting to the Drexel Compliance Hotline is easy. Visit drexel.ethicspoint.com or make a report by phone by calling 866.358.1010. All reports are completely anonymous (should you choose) and are handled by an external, third-party provider, EthicsPoint. All reports are taken seriously and are thoroughly reviewed and investigated by the Office of Compliance, Privacy and Internal Audit, working with the appropriate University authorities.