

About EthicsPoint

What is EthicsPoint?

EthicsPoint is an independent hotline provider which assists organizations to receive anonymous and confidential information via its comprehensive and confidential reporting tool. All information EthicsPoint receives via the provided reporting channels will be kept confidential. EthicsPoint is contractually committed not to pursue a reporter's identity.

Reporting

What is the CONCACAF Integrity Reporting Mechanism?

The CONCACAF Reporting Mechanism provides different channels for individuals to report confidentially and anonymously any issue related to match-fixing, racism and discrimination in the CONCACAF region.

What information can I report about?

You can report any relevant information you have regarding match manipulation, racism and discrimination in football.

What matches can I report to CONCACAF about?

The reporting channels are available for all matches under CONCACAF jurisdiction AND in CONCACAF region, for example all CONCACAF competition matches but also matches of CONCACAF's Member Associations, their domestic leagues, Cup matches or international Friendly matches.

Why should I report to CONCACAF?

If the CONCACAF Code of Ethics is applicable to you, you might have an obligation to report immediately to CONCACAF every breach of CONCACAF regulations, especially in regards to match manipulation and racist or discriminatory behavior in CONCACAF region.

Apart from this, every member of the football family has the responsibility to help keeping our sport clean from match manipulation and racist and discriminatory behavior.

Being strong and reporting what you know can help to protect the more vulnerable people who may be tricked by match-fixers and it also deters match-fixers from approaching others.

Can I report using either the internet or the telephone?

Yes. You have the ability to file a confidential, anonymous report via either the telephone or the internet.

However, please keep in mind that your decision for anonymity may limit our ability to conduct a complete investigation. If you don't need to make an anonymous report, please use our email Integrity@concacaf.org to report to us. The information received will be kept confidential.

Can I file a report and stay anonymous?

The information you provide via the online web portal under "Make a Report" will be send directly to EthicsPoint and then forwarded to CONCACAF on a totally confidential and anonymous basis. If you select this function to file a report you will NOT be required to give your name, your phone number or email address.

After you complete your report you will be assigned a unique code called a "report key". Write down your report key and password and keep them in a safe place. After 5-6 business days, use your report key and password to check your report for feedback or questions. This system allows you and CONCACAF to communicate via this system while you stay anonymous.

However, please keep in mind that your decision for anonymity may limit our ability to conduct a complete investigation.

Is the telephone toll-free hotline confidential and anonymous?

Yes. The telephone hotline is operated by EthicsPoint. You will not be required to give your name, phone number or email address. The person taking your call will enter your report into the reporting tool and you will be given a 'report key' and a password to check your report for feedback or questions in exactly the same way as the internet reporting mechanism.

Is the telephone toll-free hotline always available?

Yes, it is available 24 hours a day, 365 days a year.

What if I want to be identified with my report?

Please report to integrity@concacaf.org.

How do I decide which reporting channel to use?

CONCACAF provides you with different reporting channels you can use to provide us with important information using the communication method that you prefer – telephone or internet. Reports using EthicsPoint (link – telephone number) will be confidential and anonymous.

Please note that you might have an obligation to report in accordance with the CONCACAF Code of Ethics or other CONCACAF rules and regulations. In these cases we recommend you to report via email integrity@concacaf.org in order to have the evidence that you fulfilled your obligation to report in accordance with the CONCACAF regulations.

All information you report to CONCACAF via email will be kept confidential in the framework of the law and will not be shared with unauthorized third parties.

Please keep in mind that your decision for anonymity may limit our ability to conduct a complete investigation.

Can the information reported be traced back to me?

Only if you report to integrity@concacaf.org.

If you file a report via the web portal or if you use the toll-free hotline system, your report or your phone call remains completely anonymous. CONCACAF can access your message but will not see your name or phone number.

What will happen with my information?

Your information will be examined by CONCACAF's Integrity Department as soon as possible and you will receive a reply if necessary.

What should I keep in mind when reporting information regarding match manipulation?

To be able to investigate the reported circumstances in an efficient matter, we need to know some basic details: the date of the match; which competition the match is in; the teams playing the match; the names of people you think were involved in match manipulation; the source of your information; how reliable you think the information is.

The more detailed information you provide the more effective our investigation is likely to be.

What should I keep in mind when reporting information regarding racism and discrimination in football?

This can be in relation to all matches under CONCACAF jurisdiction or in CONCACAF region, for example all CONCACAF competition matches but also matches of CONCACAF's Member Associations, their domestic leagues, Cup matches or international Friendly matches.

To be able to investigate the reported circumstances in an efficient matter, we need to know some basic details: the date of the match; which competition the match is in; the teams playing the match; the names of people you think were involved in the racist or discriminatory behavior; how were they involved: discriminatory banners, chants or any racist action you noticed during the game; the source of your information; pictures from the action which you could send us.