

Kaiser Permanente Ethics and Compliance Hotline

What happens when you report a concern?

1



Kaiser Permanente has a strict non-retaliation policy protecting people who speak up in good faith. When contacting the hotline to report an ethics or compliance concern, you have the option to remain anonymous.

2



When you call or file a report online, you'll be asked for details about your concern. Calls to the hotline are never recorded.

Whether you are reporting by phone or online, you'll be given a **report ID number** and prompted to **create a password**. Retain this information, as you will need it when checking on the status of your report or providing additional information about your concern. Information provided will be treated as confidential and shared on a need-to-know basis only.

3



After you make your report, the Kaiser Permanente Ethics and Compliance team is notified that a new concern has been raised. The team triages the matter and assigns it to the appropriate resource for follow-up.

4



It's critical to check back on the status of your report using the **report ID number** and the **password** that you created. If you chose to remain anonymous, this is the only way for us to communicate with each other, share updates, and request additional information, if needed.

5



Kaiser Permanente will take appropriate action. To respect and preserve confidentiality for all people involved, we may not be able to share specific details about the resolution with you, but rest assured, your voice was heard, and it mattered.

Kaiser Permanente Ethics and Compliance Hotline
1-888-774-9100 • kp.org/compliancehotline

Available 24/7, 365 days a year