



## Boston University Ethics and Compliance Hotline

# FREQUENTLY ASKED QUESTIONS

### **What is EthicsPoint?**

EthicsPoint is a confidential reporting tool managed by an independent third party, NAVEX Global, that enables members of the Boston University community to report fraud, abuse, law or policy violations through a web browser, a Call Center, or by mail, and to file such reports anonymously if they wish to do so. The BU hotline, which is hosted by NAVEX Global through its EthicsPoint platform, is called the Boston University Ethics and Compliance Hotline.

EthicsPoint is used by thousands of organizations, including many colleges and universities.

### **Why does Boston University use EthicsPoint?**

The University uses EthicsPoint for its Ethics and Compliance Hotline to allow members of the BU community to report concerns anonymously and confidentially through a third-party provider. Information reported to the third party is passed on to the University administration, including the Compliance Services Office and members of the University's Compliance Committee.

### **Why does the University maintain an anonymous hotline mechanism?**

The BU Ethics and Compliance Hotline hosted by EthicsPoint was established to enable employees and other stakeholders to report any issue or instance of misconduct, including fraud, abuse, law or policy violations, or other wrongdoing, and to file such reports anonymously if they wish to do so.

### **How does EthicsPoint maintain anonymity?**

The EthicsPoint server hosting BU's Ethics and Compliance Hotline is located offsite by NAVEX Global, and it does not generate or maintain IP log files. Neither NAVEX Global nor Boston University has an independent means of identifying reporters. The only information Boston University will receive about a reporter is the information that the reporter chooses to submit through the EthicsPoint system. Reporters who want to remain anonymous should be careful not to submit identifying information when filing a report (e.g., "From my desk next to Jane Smith . . ."). Reporters can choose to self-identify.

### **What types of complaints should I report to BU's Ethics and Compliance Hotline hosted by EthicsPoint?**

The BU Ethics and Compliance Hotline is not a 911 or emergency service. If there is a risk to health or safety, please dial 911, call the Boston University Police at 617-353-2121, or call your local authorities.

BU's Ethics and Compliance Hotline is designed for concerns relating to violations of the University's Code of Ethical Conduct or other allegations of fraud or unethical behavior concerning academic affairs, athletics, conflicts of interest, environmental health and safety, financial matters, research, or student safety. This hotline is not a substitute for, nor does it supersede, any existing reporting methods or protocols for handling concerns and complaints. For example, if you suspect unethical or inappropriate conduct you should discuss it with your supervisor if you are comfortable doing so. If your concern relates to human resources matters, including discrimination or harassment, you should contact [Human Resources](#), the [Equal Opportunity Office](#), or the [Office of the Provost](#).

If you would like to report your concern to Boston University directly and are uncertain how to begin, contact Compliance Services ([comply@bu.edu](mailto:comply@bu.edu); 617-358- 8090) for assistance or refer to the [Compliance Services website](#) for more information on how to direct your report.



## How do I file a report with BU's Ethics and Compliance Hotline?



You may file a report through BU's website, which brings you to a secure page hosted by EthicsPoint.



You may file a report by telephone through the EthicsPoint Call Center by dialing toll-free 1-866-294-8451.



You may submit a report in writing to the following address: Boston University, C/O EthicsPoint, PO Box 230369, Portland, OR 97223.

## What happens AFTER I make a report to the Ethics and Compliance Hotline?

When you submit a report either by the [web browser](#) or by phone (1-866-294-8451), you will receive a unique user name and will be prompted to create a password. You can return to the EthicsPoint system either by a [web browser](#) or phone to access the original report, add detail or answer questions that those investigating the report may have posed, or check on the status of your report. Those questions and answers remain on the EthicsPoint server and do not enable the University to identify any information about you other than what you disclose.

If you choose to file a report by mail, there is no way to follow up on the report anonymously. The only way you could receive an update about your report is by contacting the Compliance Services Office at (617) 353-8090 or [comply@bu.edu](mailto:comply@bu.edu).

## What happens to my complaint after it has been reported to the BU Ethics and Compliance Hotline?

If you submit a report either by the [web browser](#) or by phone, that report is logged on the EthicsPoint server with a unique report number. EthicsPoint makes that report available to Boston University senior administrators, including the Compliance Services Office, which is charged with evaluating the report based on the type of misconduct alleged and overseeing the investigation and outcomes.

The report will be referred to the appropriate offices and investigated in accordance with University protocols. For cases that warrant an investigation, outcomes of those investigations are shared with members of the University's Compliance Committee, and the case is closed only after review and agreement of the investigation findings. Messages are posted to the reporter when a case is closed.

## After I filed a report with the BU Ethics and Compliance hotline, what do I do if I have more information to report or want to check on the case status?

After you file a report, you are encouraged to return to the BU website to '[Follow Up on a Report](#)' or call back the Call Center after ten business days if you reported by phone to see if any follow-up messages have been posted to you. The University may have information for you regarding your report or may request additional information from you that is necessary to complete the investigation.



### **What kind of protection will I receive if I file an anonymous report to BU's Ethics and Compliance Hotline?**

In all cases, your report will remain anonymous unless you have chosen to provide your identity when you report or have provided it through other channels. In accordance with the University's Code of Ethical Conduct section on 'Non-Retaliation and Whistleblower Protection', no retaliatory action will be taken against anyone for reporting or inquiring in good faith about potential violations of law or Boston University policies, or for seeking guidance with respect to suspected violations.

### **Does Boston University really want me to report?**

Yes. Ethical conduct is the most important core value of the Boston University community. This is codified in the [Code of Ethical Conduct](#) and the [President's Statement of Commitment to Ethical Conduct](#). Unethical conduct hurts our community, including our faculty, staff, and students. If you are aware of incidents of misconduct or ethical violations, Boston University wants to know about those concerns to be able to review, investigate, and determine how best to address them.

### **What if I am uncertain whether or not a situation should be reported?**

The BU Ethics and Compliance Hotline hosted by EthicsPoint is designed for individuals to report conduct that they believe in good faith may be unethical, violate law, or Boston University policy. Even if you don't have all the facts, but you believe unethical conduct has occurred, you should report it. You do not need to investigate the matter yourself before reporting; simply report the facts you know. If you would like to report your concern to Boston University directly and are uncertain how to begin, contact Compliance Services ([comply@bu.edu](mailto:comply@bu.edu); 617-358-8090) for assistance or refer to the [Compliance Services website](#) for more information on how to direct your report.