

Compliance Today – March 2022 Compliance hotline training

By Donnetta Horseman

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Every employee knows about the compliance hotline, right? Maybe they are aware it exists, but do they really know how to use the hotline and what happens once they make a report? It is beneficial to have a compliance reporting policy that covers this information and to provide regular compliance hotline training.



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How to make a report

Training should include simple instructions for making a report to the hotline. Various reporting options should be provided, such as in person, by telephone, or via the intranet/internet. It is critical to reinforce the employee's ability to remain anonymous and the steps your organization takes to protect employees who make a report. Explain the importance of providing as much detail as possible in the original report and that additional information may be needed to complete an investigation. Is there a mechanism for anonymous reporters to provide additional information if needed? Be sure to inform employees whether the hotline is internally operated or managed by an outside vendor. Reinforce the confidentiality of the hotline and the organization's policy prohibiting retaliation against employees who make a hotline report in good faith.

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