

Valdosta State University

Compliance & Ethics Hotline Administrative Procedures

Hotline Provider: Hotline Service Provider: The Network (www.netclaim.net). The VSU hotline was established in conjunction with the USG office and the Network and as such provides the same breadth of coverage as the USG Compliance & Ethics Hotline.

Purpose: To ensure that the Compliance and Ethics Hotline at Valdosta State University (hotline) is administered in an effective manner and that all reported cases are reviewed in a timely, objective and professional manner.

Administration: A **triage committee** has been established at the University consisting of:

Assistant to the President and Hotline Administrator

University Attorney

Director, Internal Audits

Vice-President, Finance & Administration

The Assistant to the President has been named Administrator of the hotline system. It is her responsibility to periodically review the list of users with access to the case management system and ensure that access is appropriate. For example, updates must be made as employees terminate or change duties.

It is also the responsibility of the Administrator to notify investigators and/or case managers that training is available for both new users and current users. This training includes online training through the hotline administrator and/or one on one training from the Administrator.

Notification & Case Assignment:

Incident reports are received by all members of the triage committee from the hotline in real time. The triage committee meets as soon as administratively practicable (usually the same day) to review the case and assign a qualified investigator depending on the facts and circumstances of each individual case. In some cases, assistance may be required from the USG Office of Internal Audits.

Investigation:

Investigations are expected to be researched in a timely manner, by the due date determined at the time of case assignment. The results of the investigation are expected to be documented by this due date. The Administrator will follow-up on reports not completed timely.

Incident Response:

Investigators should pose follow-up questions to callers when additional information is needed to thoroughly investigate an incident and reach an equitable solution.

Trend Analysis:

Reports provided by the Network are analyzed by the Triage Committee to aid in identifying any trends or particular subject areas that may indicate weak internal controls or policies that may need clarification or enhancement.