

HOTLINE INCIDENT REPORTING



Ethico's Hotline, a professional 24/7 anonymous hotline, is a critical component of every robust compliance program.

Because caring compliance leaders are ready to help, nobody should have to suffer due to localized dysfunction or misconduct. A proper third-party awareness solution lets you take action.

THE CHALLENGE

You can't fix what you don't know about. Policies and training only start the job of making sure misbehavior isn't harming your people, quality, reputation, and bottom line. Ethico's secure, thorough, and risk-conscious hotline empowers your entire employee base to contribute to risk awareness and ethical cultures.

THE SOLUTION

With the ability to submit reports of alleged wrongdoing 24/7 from any country in any of over 200 languages with the assurance of anonymity (where needed), a caring and custom configured intake process is essential. The important information your team needs to investigate issues effectively and efficiently can only make an impact if you know about it.

WHAT YOU GET

Our 24/7 hotline answered directly by a live person (instead of hold music/recording) covers all the languages you need with a dedicated toll free number. Expert dynamic interviews go beyond inadequate rote questions to provide key information about events and their related risks. Standardized fields for key information like location and categories, allow you to track, report, and benchmark issues to support your success. All this is supported by Ethico's dedicated Quality Assurance, Account Managers, and service fit for actual people.

CLARITY

Key info sent to the right people. An Adaptive Interview goes beyond scripted questions which leave out key info and force your team to redo the interview. Take action faster with true adaptive intake.

SERVICE EXCELLENCE

Handle risky issues your way. A hotline should support your goals by getting the information you need. Request specific questions and tailored handling instructions to get it right.

AUTHENTIC COMPLIANCE

Never miss a key notification. Treating each issue the same risks losing an issue in the shuffle. 24/7 live, immediate notification and custom severity escalation let you rest assured your team knows what going on.