A CASE CAME IN... NOW WHAT?

BEST PRACTICES: HANDLING WHISTLEBLOWER CASES

LOG IN TO YOUR ACCOUNT

Use the User ID and Password you received when you set up your IntegrityCounts account. If you are unsure what this is, or forgot, please email us at help@integritycounts.ca to request a new account activation.

OPEN THE CASE

Inside the Case Manager, find the case in question. and click on it to open. Here you will see the details of the case, where it happened, when it happened, and a description as voiced by the Reporter.

THANK THE REPORTER

Always thank the Reporter for coming forward to file their case. You can do this by sending the Reporter a message in the Messaging Center. When you are in "Messaging", click Contact Reporter and type your message.

ASSIGN REVIEWERS

In the Reviewers section, you can assign any individuals you'd like to take the lead on investigating the case. They will be notified via email that they have been assigned.

LOG ALL ACTIVITY

Make sure that all communication with the Reporter, communication between investigating teams, and any notes related to the case are documented to the case being investigated. Do this by using the Messaging Center to ensure all activity is logged.

UPDATE THE REPORTER

The most important thing you can do is continue to communicate with the Reporter - keep them informed on the status of the case and close the loop by letting them know about any final outcome of the reported issue - before you close the case.

CONTACT US WITH ANY QUESTIONS

help@integritycounts.ca