

## **Procedures for Submitting a Complaint**

The university has contracted with a third-party service, NAVEX Global, to provide the Rutgers community with an additional reporting mechanism, called the Rutgers Compliance Hotline that can be used to make reports anonymously. NAVEX can provide interpretation and translation support in more than 200 languages, for any callers that may not speak English well. (All of the languages identified in the Language Assistance Plan are supported.) Compliance concerns related to financial, athletics, health care, research, and other issues can be filed anonymously 24 hours a day, seven days a week at 1-800- 215-9664 or by submitting an online report.

The Rutgers policy and law prohibit retaliation against individuals who make reports in good faith, the use of Rutgers Compliance Hotline services may provide additional assurances to individuals who want to make reports but who fear retaliation. At the same time, anonymous reporting allows the pertinent details of the concern to be collected and fully investigated by the university with corrective action being taken where appropriate. Upon making their report to the Rutgers Compliance Hotline, individuals are assigned a unique code that will allow them to follow a complaint to determine the outcome of their concern or to provide additional information if they choose to do so.

Activities or conduct that violate a state or federal law or university policy should be reported. This includes violations of contracts and grants, ethics policy, financial reporting, health care billing, coding, delivery and documentation practices, and other compliance violations of any kind.

Reports received by the Rutgers Compliance Hotline are sent to the Office of Enterprise Risk Management, Ethics, and Compliance for review. Where appropriate, compliance investigators are used for investigation. All other matters are forwarded to the respective departments that address a complaint's specific concerns.

Use of the Rutgers Compliance Hotline also allows for university personnel investigating the concern to ask questions of the person making the report and to maintain open lines of communication with individuals who seek to remain anonymous. Reports are available at the request of state or government agencies.

Transportation services provided by Rutgers University are in part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.