

Trust Line FAQs (Frequently Asked Questions)

Why does the UNT Health Science Center offer the Trust Line?

At the UNT Health Science Center, we believe that our students, employees, patients and community members are our highest priority. By creating open channels of communication, we can promote a positive environment that will foster a culture of integrity and ethical decision-making. The Trust Line has been established to help you navigate any questions or concerns you may have in a way that is impartial and puts you first. When you reach out to this safe and risk-free reporting line, you can expect to receive clear and confidential guidance about any inquiry. It is not intended to discourage any UNT Health Science Center community members from addressing their concerns with their direct supervisor, Student Affairs or Human Resources.

How is the Trust Line managed?

We have hired a highly regarded third party, NAVEX Global, to accept calls, inquiries and reports through the use of its premier confidential reporting system, EthicsPoint. This tool is managed solely by NAVEX Global in order to assist the Office of Institutional Compliance & Integrity and the UNT Health Science Center community in working together to address fraud, abuse, and other misconduct in the workplace, all while cultivating a positive environment.

Who can use the Trust Line?

The Trust Line is publicly available on the UNT Health Science website, and therefore compliance issues, potential misconduct, concerns and questions may be filed by anyone. However, it is generally intended for those connected to the UNT Health Science Center.

Is it appropriate to ask questions or seek clarification using the Trust Line? Or is the Trust Line just for submitting reports?

Yes. Please consider the Trust Line another communication tool and ask questions. We will be happy to answer them.

What languages are offered?

The Trust line is Multilingual. Upon request, the Trust Line call center is capable of speaking with you in your native language. The unthsc.ethicspoint.com website is currently available in English and will soon be translated into Spanish. Additional translations for the website will be forthcoming depending on the demand from our community.

What if someone files a false allegation against me?

Standard procedure is to notify anyone named in an allegation during the information gathering process prior to any investigation. If you are directly implicated in an allegation that is investigated, you will be notified early on and given an opportunity to respond to the allegations. We are fully committed to keeping the process fair to all parties involved. All allegations are screened for indicators that a complaint may be malicious or intentionally false.

If I report something do I have to identify myself, or can I make an anonymous report?

Yes, you can report anonymously, however we encourage you to identify yourself and provide contact details, so that we can better assess the allegations and follow up with you, if necessary.

May I report using either the Internet or the telephone?

Yes. With the Trust Line, you have the ability to file a confidential, anonymous report via either the telephone at 844-692-6025 or the Internet, www.unthsc.ethicspoint.com. It can also be accessed using your smart device.

If I see a violation, shouldn't I just report it to my manager, UNTHSC Police, or Human Resources and let them deal with it?

Ideally, you should bring any concerns forward to your direct manager, or other members of your management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances the Trust Line is available to you.

Where do these reports go? Who can access them?

Reports are entered directly on the Trust Line secure server to prevent any possible breach in confidentiality. EthicsPoint makes these reports available only to the Chief Compliance Officer who is charged with evaluating the report.

I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. The Trust Line can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the Trust Line Web site or through the Trust Line Call Center, you receive a unique report key and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer questions. You enter into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

If you have further questions about the Trust Line, please email compliance@unthsc.edu.