



Louisville Metro Ethics Tipline

Frequently Asked Questions

What is Louisville Metro's Ethics Tipline?

Louisville Metro's Ethics Tipline was created to provide Metro Government employees and citizens a resource to confidentially report concerns of alleged unethical or illegal actions by Metro employees, contractors, or suppliers doing business with Louisville Metro. The tipline is intended to provide a mechanism for employees and citizens to anonymously report concerns without fear of retribution.

The Ethics Tipline is not intended to replace existing communication channels:

- MetroCall 311 (502) 574-5000 – Used for general government services, complaints, and information
- Police Department (502) 574-LMPD – Used to report information related to criminal activity

Who administers Louisville Metro's Ethics Tipline?

Louisville Metro contracted with The Network, Incorporated for the tipline services. The Network is an independent provider of tipline services, located in Atlanta, Georgia.

The Office of Internal Audit administers the contract with The Network on behalf of Louisville Metro Government.

I am not sure what I have observed is a violation of a Metro policy or involves unethical conduct. What should I do?

Call the Ethics Tipline at (888) 226-2264. The Network has trained call takers to assist you in filing your report. They will ask questions to solicit the necessary information to file a report that can be investigated. It is better to report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I report it?

All unethical conduct, at any level, ultimately hurts Louisville Metro Government and all employees, including you. If you know of any incidents of unethical conduct, consider it your duty to yourself and your coworkers to report it. All Louisville Metro employees have the right to work in a positive environment. With that comes the responsibility of acting in an ethical manner, and letting the appropriate officials know if someone is not acting properly. By working together, Louisville Metro employees can maintain a healthy and productive environment.

If I see a violation, shouldn't I just report it to my manager or human resources and let them deal with it?

Yes, you should discuss concerns with your manager or human resources. However, using the Louisville Metro Ethics Tipline ensures that your report gets to the appropriate people for investigation. In addition, the Ethics Tipline allows you to report anonymously.

I know of unethical conduct but am concerned about retaliation for reporting it. Does Whistleblower protection apply?

Employees making reports in good faith (i.e., without malicious intent and based on factual evidence) are protected from retaliation under State and Local Whistleblower laws.

Does management really want me to report?

Yes. In fact, management needs you to report. You know what is going on at Louisville Metro – both good and bad. You may have knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on Metro and its employees.

May I report using either the telephone or internet?

Yes. By giving you choices, the Louisville Metro Ethics Tipline helps ensure that employees and citizens can file a report anonymously and in the manner most comfortable or convenient to them.

What information do I need to file a report?

In order to be actionable, the alleged ethical misconduct must involve a Louisville Metro employee, a contractor, or a supplier doing business with Louisville Metro. In addition, the following information is required.

- Who was involved in the alleged misconduct.
- How the alleged misconduct occurred.
- When the alleged misconduct occurred.
- Where the alleged misconduct occurred.

The trained call taker will ask questions that help solicit this information from you.

Can I remain anonymous?

Louisville Metro's Ethics Tipline specifically accommodates anonymous calls. If you choose to remain anonymous, your identity will not be known by The Network or Louisville Metro employees. Caller Identification is not used, and internet portal logs are not maintained.

What if I want to be identified with my report?

You have the option to identify yourself. It is important to note that if you choose to reveal your identity, it may be disclosed publicly once the case investigation has been closed. This is due to Kentucky Open Records laws.

What happens after I make my report?

The reports are sent to pre-designated Louisville Metro departments, based on the type of incident reported, and assigned to a Case Investigator. In addition, the Metro Office of Internal Audit receives copies of all reports. This is to ensure “two sets of eyes” see every report, which enhances accountability for investigative action. Upon completion of an investigation, the report is closed. Once closed, it is subject to public disclosure under Kentucky Open Records laws.

Will I be interviewed?

If you choose to provide your identity, you may be interviewed by the Case Investigator. If you choose to remain anonymous, call back features are available that provide the Case Investigator an opportunity to solicit additional information without comprising your confidentiality or identity.

Will I be notified about the outcome of the investigation?

You will be provided an incident number and personal identification number. This allows you to call back to get information regarding the status of your report.