



GARLAND

INTERNAL AUDIT

Fraud Hotline FAQs

1. Is the hotline for City employees only?

No. Anyone who suspects fraud may report it using the web form, hotline, email address, or PO Box. Refer to #2 for a complete list of how to report suspected fraud.

2. How do I report Fraud, Waste, or Abuse (FWA)?

You can report fraud by:

- *Anonymous Web Reporting - <http://www.garlandtx.gov/gov/hk/audit/fraud.asp>*
- *Hotline – (972) 205-2739*
- *Email – FraudHotline@GarlandTX.gov*
- *Mail – Fraud Hotline, PO Box 469002, Garland, TX 75046*
- *Fax – (972) 205-2932*
- *Report to your supervisor, or the next higher supervisor*
- *Contact the Internal Audit Department*
- *Contact the City Attorney’s Office*

3. Where does the hotline ring?

The hotline rings to a telephone in the Internal Audit Department. We may let it go to voicemail if we are unable to answer, but monitor the hotline during normal business hours.

4. Is the hotline confidential?

The hotline does have caller ID. However you do not have to leave your name or telephone number if you do not choose to. If you are uncomfortable with this, you may also report your concerns via the web form, email, or mail.

5. How much evidence do I need to make a report?

A hunch is enough. You do not need to collect evidence before making a report. We will perform an investigation to collect evidence.

However the more information you can provide, the easier it is for us to investigate properly and thoroughly. Details such as names of people or departments involved, times and dates of the incident, vendor names, and a description of the incident are helpful in identifying what needs to be investigated.

You should report the suspicions as soon as possible. Do not wait to collect evidence. Do not attempt to investigate the matter yourself.

If you are a City employee, failure to report suspicions may make you an accomplice.

City Directive Administration 8 states:

- *“If an employee becomes aware of the reasonable possibility of any [Fraud, Waste, or Abuse] activity, the employee has an obligation to report it through the appropriate channels – supervisory personnel and/or the FWA hotline.”*
- *“Any employee who has knowledge of an occurrence of FWA or has reason to suspect that FWA has occurred shall immediately notify their supervisor or the FWA Hotline/City Auditor’s Office.”*
- *“Any employee having knowledge of FWA who does not report it may be considered to have been an accomplice to the FWA, and will be subject to disciplinary action up to and including termination and/or prosecution.”*

6. What can I report?

Report any concern, large or small. We take all concerns seriously. Sometimes small concerns lead us to larger ones.

While we may not investigate every claim (for example, code violations), we will make sure it is forwarded to the appropriate person.

7. Will my manager be informed of my call?

All information will be kept as confidential as possible. However sometimes it is necessary to identify the complainant if an issue goes to court or under other circumstances. Refer to the web address in #2 if you wish to make an anonymous online report.

Internal Audit will investigate fraud. Fraud is an intentional or deliberate act of deception to gain an advantage. As a general rule, the City Manager’s Office investigates allegations of waste and abuse.

Reports of management abuse or other potentially inappropriate activities, including safety issues, substance abuse, sexual harassment, etc. (for a more complete list, please refer to City Directive Administration 8: Fraud, Waste, and Abuse Policy) may be referred to other departments, including code compliance, HR, and/or senior management, as appropriate.

8. Can I be retaliated against?

No. The City strictly prohibits retaliation for reporting suspected Fraud, Waste, or Abuse.

City Directive Administration 8 states: “The City will not tolerate any retaliation against an individual for reporting FWA or for cooperating, giving testimony, or participating in any manner in an audit/investigation, proceeding, or hearing.”

You are also protected by state law. Local Government Code Title 5, Subtitle A, Chapter 554.002 states a local governmental entity like the City cannot suspend, terminate, or take adverse personnel action against someone who in good faith reports a violation of the law.

If you feel you are the victim of retaliation, report it to:

- *Hotline – (972) 205-2739*
- *Email – FraudHotline@GarlandTX.gov*
- *Mail – Fraud Hotline, PO Box 469002, Garland, TX 75046*
- *Report to your supervisor, or the next higher supervisor*
- *Contact the Internal Audit Department*
- *Contact the City Attorney’s Office*
- *Contact the Texas Workforce Commission*

9. Who performs the investigation?

- *Internal Audit will investigate fraud. Fraud is an intentional or deliberate act of deception to gain an advantage. As a general rule, the City Manager’s Office investigates allegations of waste and abuse.*
- *Reports of management abuse or other potentially inappropriate activities, including safety issues, substance abuse, sexual harassment, etc. (for a more complete list, please refer to City Directive Administration 8: Fraud, Waste, and Abuse Policy) may be referred to other departments, including code compliance, HR, and/or senior management, as appropriate.*
- *The Internal Audit Department will perform a preliminary investigation.*
- *The FWA Coordination Committee will coordinate and make decisions on how the cause will be investigated and what the course of action will be.*
- *This committee includes: Chairman of the Audit Committee, City Manager, City Attorney, Senior Managing Director of Human Resources, and the City Auditor.*

10. When will I find out the results of my complaint?

Investigations take time and due to the confidential nature of many investigations, we may not be able to share the ongoing details and progress. The length of time will depend on the complexity of the case. However if you provide us with contact information, we will be happy to follow up with you when we are able. You may also contact us at any time with additional information or concerns.